



COOK COUNTY TREASURER  
MARIA PAPPAS

STATE OF THE OFFICE 2016

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# BACKGROUND





November 2, 2015

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 2016 Budget for my office.

As you have seen year after year, I come before the Board with a budget request that meets or exceeds the proposed target. As Treasurer, I believe that it is my duty to lead by example and continue to demonstrate fiscal discipline by ensuring that my office operates efficiently and that the taxpayers are not overburdened. With that said, this will be the 15th consecutive year that the taxpayer-funded portion of our budget has been reduced. This year's 10% reduction reflects my ongoing mission to become more efficient through continued automation efforts.

Because of the ongoing technological improvements, the Treasurer's Office continues to reduce the corporate budget and headcount without compromising service. In fact, we will improve our service – and continue to coordinate with the County to implement new systems. The following is a list of some of the projects we already are working on or are prepared to begin:

- County Time & Attendance System Implementation
- County ERP System Implementation
- County Integrated Property Tax System Implementation
- Electronic Warrant Book
- Comprehensive Imaging and Document Scanning Project
- Electronic Billing to Taxpayers

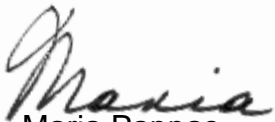
As it relates to the particulars of the FY2016 budget for the Treasurer's Office, the following are this year's highlights:

- Our 060 corporate budget falls from \$1,286,673 to \$1,156,135 a 10.15% decrease in money from tax revenues.
  - The reduction is attributed to shifting three (3) positions to the 534 Automation Fund for a savings of \$111K
  - The \$111K reduction will also save the County an additional estimated \$77K, as the fringe benefits will now be absorbed by the 534 Automation fund.
    - The 10.15% reduction coupled with an additional 6.0% credit for absorbing the fringe benefits, gives the Treasurer's office a total reduction of 16.15%.
- Our FY2016 headcount is 89, which is a 64% reduction from 1998 when the office had 250 employees.
- If the office maintained a staff of 250 employees as it had in 1998, the budget for the office would be an estimated \$38.5 million dollars.

I am proud to recommend the adoption of the FY2016 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, appearing to read "Maria".

Maria Pappas  
Cook County Treasurer

# BACKGROUND

The Treasurer's Office had 250 employees in FY1998.

If the office maintained its staff of 250, the FY2016 budget would be **\$38.5 million**.

Instead, the office has 89 positions and a budget of \$12.2 million in FY2016. Only \$1.16 million comes from taxpayer revenues while \$11.1 million comes from commercial user fees.

Since FY2008, the Treasurer's Office has used \$79.6 million in commercial user fees to fund itself and automation efforts. The office is more than 90% self-funded.

If the Treasurer's Office had the 250 employees that it had in FY1998, the budget

**WOULD HAVE BEEN:**

**\$38.5 million**

Instead, the office has 89 positions and the FY2016 budget **IS:**

**\$12.2 million**

**\$38.5million**

would be the budget with 1998's employment

# BACKGROUND

The biggest portion of the Treasurer's Office FY2016 budget comes from personnel costs – salaries and fringe benefits, such as health, vision, dental and life insurance.

These personnel costs comprised **74% of the FY2016 budget.**

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

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



# 74%

of the Treasurer's budget is personnel costs

# BACKGROUND – Employee Compensation History

Grade	Step	Salary of an Employee in FY1998	Salary of same Employee in FY2016 (after COLAs)	Increase (from FY1998)	% of Increase (from FY1998)
11	1	\$ 22,599	\$ 46,733	\$ 24,134	107%
12	1	\$ 24,215	\$ 50,072	\$ 25,857	107%
13	1	\$ 25,950	\$ 53,783	\$ 27,833	107%
14	1	\$ 27,869	\$ 57,764	\$ 29,895	107%
15	1	\$ 30,020	\$ 62,124	\$ 32,104	107%
16	1	\$ 32,240	\$ 66,371	\$ 34,131	106%
17*	1	\$ 34,611	\$ 73,095	\$ 38,484	111%
18*	1	\$ 37,092	\$ 78,382	\$ 41,290	111%
19*	1	\$ 40,701	\$ 85,318	\$ 44,617	110%
20*	1	\$ 44,711	\$ 93,334	\$ 48,623	109%
21*	1	\$ 49,158	\$ 102,608	\$ 53,450	109%
22*	1	\$ 53,963	\$ 112,804	\$ 58,841	109%
23*	1	\$ 56,609	\$ 117,983	\$ 61,374	108%

\*Non-Union



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

Implemented	COLA	Note
FY1999 June 1, 1999	4.0%	
FY2000 December 1, 1999	3.0%	
FY2001 December 1, 2000	3.0%	Plus \$.10/hour increase
FY2002 June 1, 2002	2.5%	
FY2003 December 1, 2002	2.0%	
FY2003 June 1, 2003	1.0%	
FY2004 December 1, 2003	3.0%	
FY2005 December 1, 2004*	1.0%	
FY2006 December 1, 2005*	1.0%	
FY2006 June 1, 2006*	2.0%	Plus \$500 Cash Bonus
FY2007 December 1, 2006*	1.5%	
FY2007 June 1, 2007	2.5%	3% for Non-Union Employees and \$1,000 Cash Bonus
FY2008 December 1, 2007	2.0%	
FY2008 June 1, 2008	2.75%	
FY2011 January 1, 2011*	2.25%	
FY2012 December 1, 2011**	2.25%	
FY2012 June 1, 2012	3.75%	
FY2013 June 1, 2013*	1.0%	
FY2014 June 1, 2014*	1.5%	
FY2015 June 1, 2015*	2.0%	
FY2015 October 1, 2015**	4.5%	
FY2016 December 1, 2015	2.0%	
FY2016 June 1, 2016*	2.25%	
FY2017 June 1, 2017*	2.0%	

\*COLA awarded to Union employees only.

\*\*COLA awarded to Non-Union employees only.

# BACKGROUND – Fringe Benefit Comparison

If the Treasurer's Office maintained 250 employees, the fringe benefit obligations would be approximately \$7.9 million in FY2016. Instead, the benefits for the 89 employees in FY2016 is \$2.3 million.

Benefit	FY1998 Average Cost Per Employee	FY2016 Average Cost Per Employee	Increase (\$)	Increase (%)
Medicare	\$ 290.44	\$1,465.67	\$1,174.23	504.3%
Pension	\$ 3,976.59	\$12,682.59	\$8,706.00	318.9%
Life Insurance	\$ 127.42	\$224.69	\$97.26	176.3%
Health/Pharmacy Insurance	\$ 3,351.73	\$16,541.28	\$13,189.55	493.5%
Dental Insurance	\$ 118.61	\$547.72	\$429.11	461.8%
Vision Insurance	\$ 90.68	\$138.64	\$47.96	152.9%
<b>Total</b>	<b>\$7,955.47</b>	<b>\$31,599.59</b>	<b>\$ 23,644.12</b>	<b>397.2%</b>

**\$7.9 million**

cost of benefits if the office had 250 employees in FY2016

# BACKGROUND

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

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

The solution?

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

# BACKGROUND

The Automation Projects of the Treasurer's Office have resulted in a decrease in headcount from 250 positions in FY1998 to 89 in FY2016, a reduction of **64.4 percent**.

FY1998 – 250 POSITIONS



FY2016 – 89 POSITIONS



# AUTOMATION PROJECTS

The background of the slide is a solid blue color. Overlaid on this background are two large, interlocking gears. The gears are a lighter shade of blue than the background. The gear on the left is partially obscured by the text 'Payments'. The gear on the right is partially obscured by the text 'PROJECTS'. The gears are positioned such that they appear to be meshing together, symbolizing automation and mechanical processes.

Payments

# AUTOMATION PROJECTS – PAYMENTS

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

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

## 1998

### TWO PAYMENT METHODS:

- Mail to Treasurer's Office
- In-Person at Treasurer's Office (6 Offices)

## 2016

### NINE PAYMENT METHODS:

- Mail to Lockbox
- In-Person at Chase (Nearly 400 Locations)
- In-Person at Community Banks (194 Locations)
- In-Person at Treasurer's Office (1 Office)
- Wire Payments by Third Party Agents
- ACH Payments by Third Party Agents
- Online (Internet)
- Credit Card (Internet)
- Subsequent Taxes by Tax Buyers (Internet)

# AUTOMATION PROJECTS – PAYMENTS

## Lockbox

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

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

Since 1999, **9.8 million** payments have been processed by lockbox.

**9.8million**

payments processed by lockbox



For more information, see Appendix 2.

# AUTOMATION PROJECTS – PAYMENTS

## Bank Branch Payments

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

Today, there are nearly 400 Chase banking locations in Cook County and throughout the state that accept property tax payments.

**Nearly 12 million** payments have been accepted at bank branches since calendar year 1999.

**12million**

payments accepted at bank branches



For more information, see Appendix 3.



# AUTOMATION PROJECTS – PAYMENTS

## Community Bank Branch Payments

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

194 banking locations throughout Cook County accept property tax payments.

**More than 72,000** payments have been accepted at these locations since 2004.

**72,000**

payments at community banks



For more information, see Appendix 4.

# AUTOMATION PROJECTS – PAYMENTS

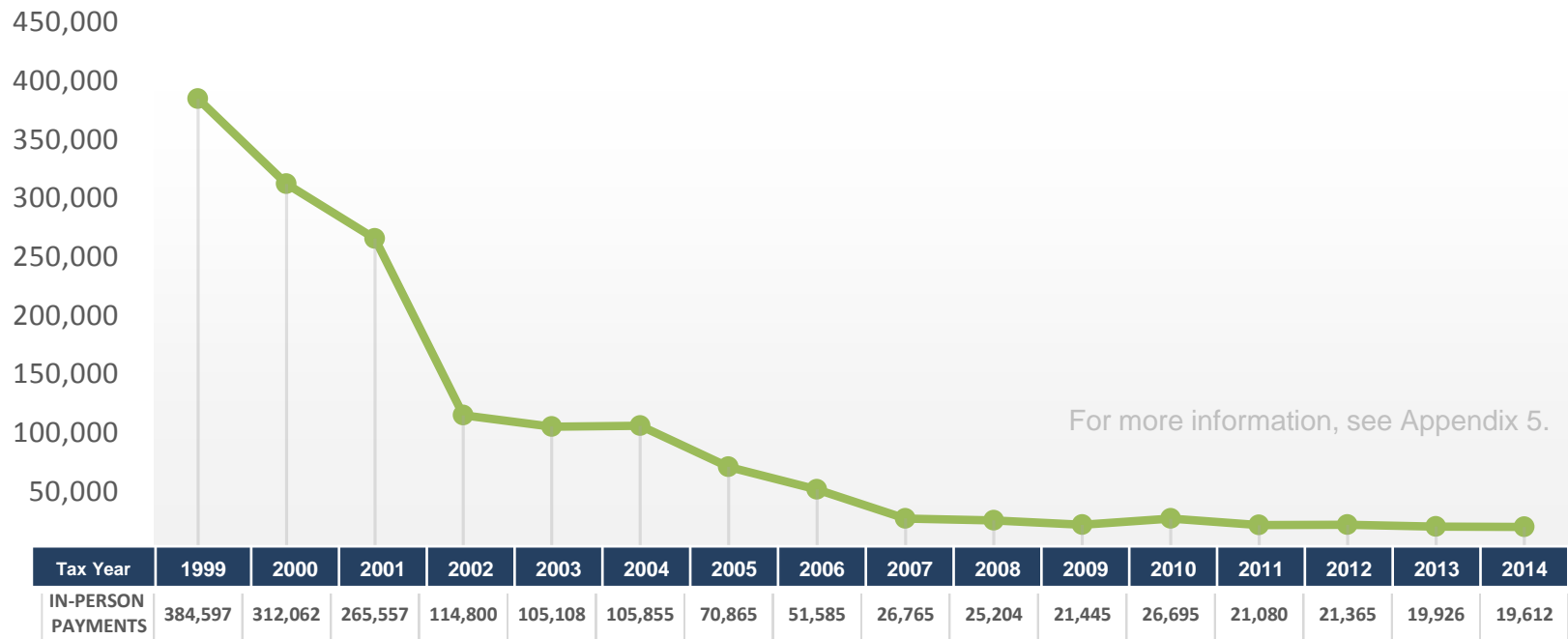
## In-Person Payments

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

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

For Tax Year 2014, the number of in-person, on-time payments was **down to 19,612** at only one location – just 0.6% of more than 3 million total on-time payments.

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



# AUTOMATION PROJECTS – PAYMENTS

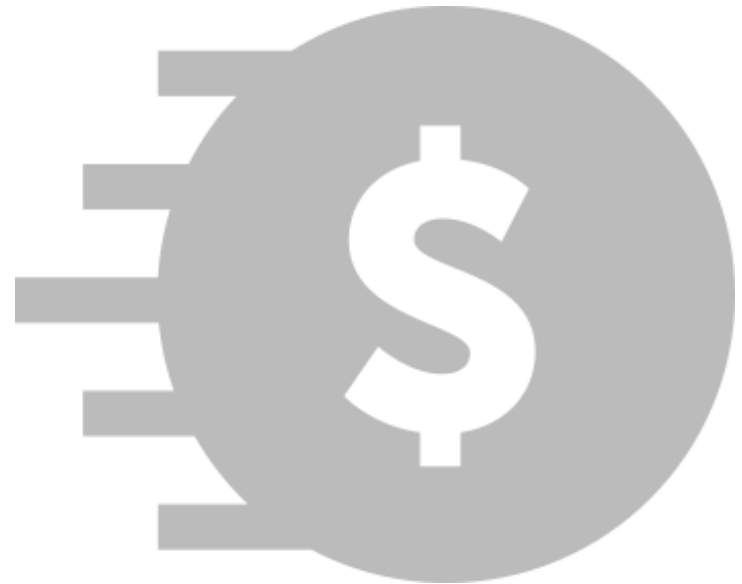
## Third Party Agent (TPA) – Wire Payments

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

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

Wire payments from commercial users have totaled more than **17.4 million** payments (**\$46.2 billion**) since August 2003, *not one of which an employee had to physically touch.*

**17.4million**  
commercial user wire payments



For more information, see Appendix 6.

# AUTOMATION PROJECTS – PAYMENTS

## Third Party Agent (TPA) – ACH Payments

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

Commercial users have submitted more than **637,000** payments (more than **\$2.3 billion**) since 2007.



# 637,000

commercial user ACH direct debit payments

For more information, see Appendix 7.

# AUTOMATION PROJECTS – PAYMENTS

## Online Payments

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

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

A total of **3.1 million** online payments have been made since 2002.



For more information, see Appendix 8.

**3.1 million**

online payments

# AUTOMATION PROJECTS – PAYMENTS

## Credit Card Payments

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

A total of **55,794** credit card payments have been made totaling more than \$120 million.

**56,000**

credit card payments



For more information, see Appendix 9.

# AUTOMATION PROJECTS – PAYMENTS

## Subsequent Tax Electronic Payment System (STEPS)

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

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

Since 2007, there have been nearly **343,000** (more than **\$893 million**) subsequent tax payments.

# 343,000

subsequent taxes paid online by tax buyers



For more information, see Appendix 10.

# AUTOMATION PROJECTS

Systems





## WEBSITE (cookcountytreasurer.com)

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

- Submit payment online
- Check payment status
- Order duplicate tax bill
- Search for refunds
- Access frequently used forms
- 'Contact Us' via email
- Download informational brochures

The site has been visited more than **44.5 million** times.

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



**44.5million**  
website visitors

For more information, see Appendixes 11 and 12.

# WEBSITE (cookcountytreasurer.com)

**Cook County Treasurer's Office**  
MARIA PAPPAS, TREASURER

Payments · Exemptions and Savings · Refunds · Services for Seniors · Understanding Your Tax Bill · Tax Dates · Third-Party Agents · Forms

**MAKE AN ONLINE PAYMENT**

**Change Your Name or Address**  
When you buy or sell a home, the new owner must submit a Name/Address Change Application. Use the same form to make a name or billing address change.

**CONTINUE >>>**

**sign up @**  
SIGN UP FOR THE COOK COUNTY TREASURER'S ENOTIFICATION PROGRAM. YOU WILL BE ADVISED OF IMPORTANT DATES AND PROPERTY TAX INFORMATION.

**IMPORTANT DATES**  
The due date for the Tax Year 2014 First Installment was Tuesday, March 3, 2015.  
The due date for the Tax Year 2014 Second Installment was Monday, August 3, 2015.  
• You may pay Tax Year 2014 at any of the nearly 400 Chase Bank locations in Illinois, by mail, or [online](#).  
Taxpayers who would like information concerning whether their Tax Year 2013 property taxes were sold at the tax sale and information on how to redeem their taxes must contact the [Cook County Clerk's Office](#) or call the Clerk's Office at 312.603.5666. The Clerk's Office is located at: 118 North Clark Street, Room 434, Chicago, IL 60602.  
The 2013 Supplemental Annual Tax Sale (the "Supplemental Annual Sale") will be held from 8:30 a.m. to 5:00 p.m. on October 16, 2015, in Room 112 (Randolph Street entrance) of the Cook County Treasurer's Office, 118 North Clark Street, Chicago, Illinois.  
Registration for the Supplemental Annual Sale begins Friday, September 18, 2015 and ends Friday, October 9, 2015. You may register at any time during the registration period. Your registration must be completed online through [www.cooktaxsale.com](#), and the requisite collateral deposit must be received by the Treasurer's Office on or before October 9, 2015.

**Foreign Language Brochures**  
Listed below are foreign language brochures in 24 different languages from the Cook County Treasurer's Office which contain useful information for taxpayers.

Shqip عربي العربية Български 中文 Hrvatski Český English Deutsch Ελληνικά

## MOBILE WEBSITE (cookcountytreasurer.com)

The site was upgraded in June 2015 to better accommodate taxpayers using a mobile device. The programming code automatically recognizes if a visitor is using a mobile device and conforms the layout and design to fit the device.

From June 1, 2015 to October 1, 2015, there have been 171,236 visits from mobile users, including:

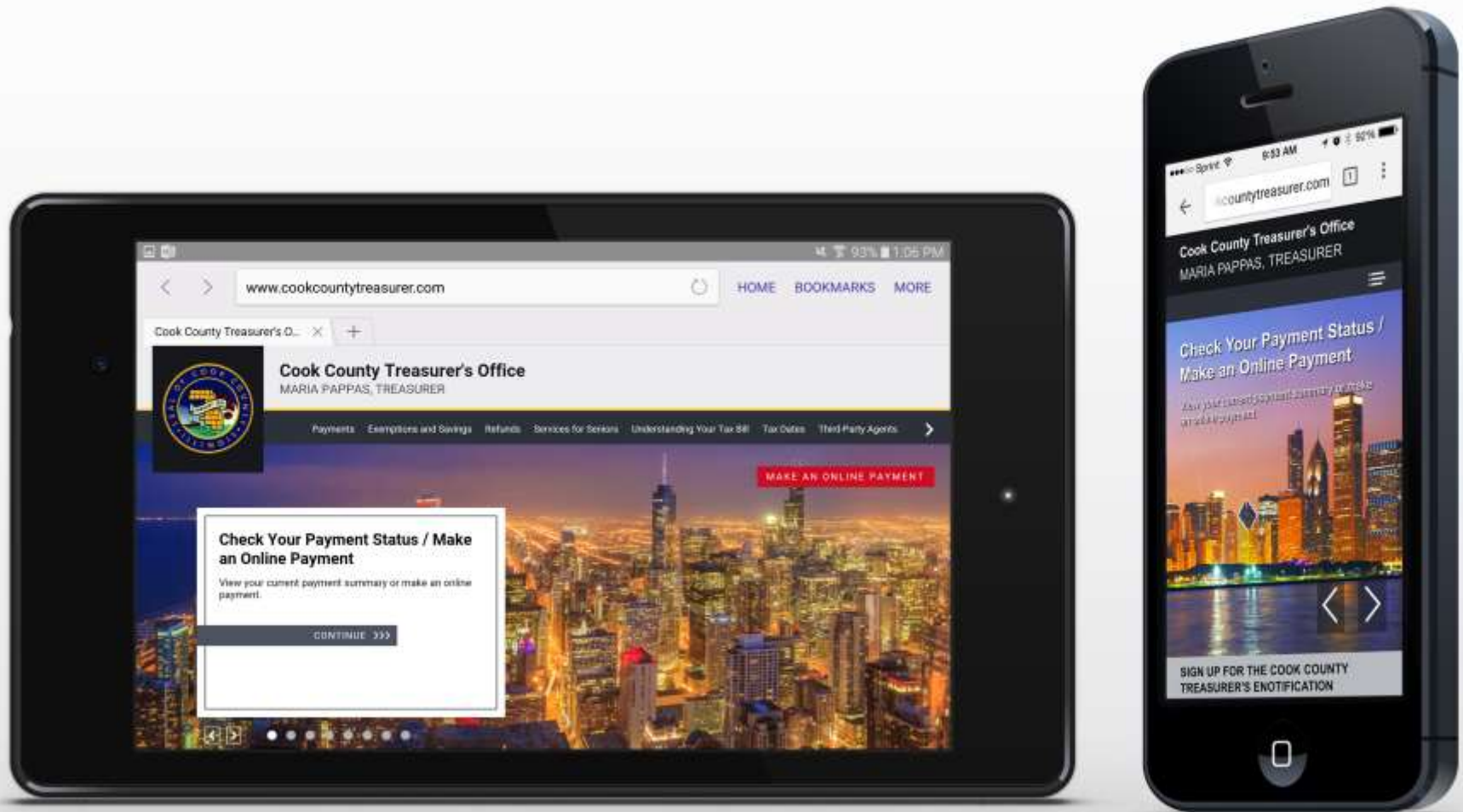
- iPhone 81,797
- iPad 44,127
- Android 42,598
- Other 2,714



# 171,236

mobile device visitors to cookcountytreasurer.com

# MOBILE WEBSITE (cookcountytreasurer.com)



# WEBSITE INFORMATIONAL BROCHURES

Taxpayers may view and download informational brochures in English and 23 foreign languages on [cookcountytreasurer.com](http://cookcountytreasurer.com):

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

The informational brochures have been downloaded **474,799** times (foreign brochures downloaded **398,316** times) since 2006.


**Results:** Headcount reduction in Customer Service Department



398,316

foreign language brochure downloads

# WEBSITE INFORMATIONAL BROCHURES



**Cook County Treasurer's Office**  
MARIA PAPPAS, TREASURER


Payments Exemptions and Savings Refunds Services for Seniors Understanding Your Tax Bill Tax Dates Third-Party Agents Forms >

## Foreign Language Brochures


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

This area contains documents in Adobe® Portable Document Format (PDF) which requires Adobe Reader. If you do not already have [Adobe Reader](#) you may obtain it free from [Adobe](#).


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




**Przewodnik dla mieszkańców powiatu Cook którzy nabyli dom**



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



**Podatek od nieruchomości**  
Przewodnik Płatnika



**Oszczędzaj swoje pieniądze**



## CRM (email system)

The Treasurer's Office created online functionality so that taxpayers can 'Contact Us' via email.

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

Emails are routed to employees throughout the office to respond within 48 hours.

The office has received and responded to more than **128,000** emails since 2003.

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



**128,000**  
emails by taxpayers

For more information, see Appendix 13.

# CRM (email system)



## Cook County Treasurer's Office MARIA PAPPAS, TREASURER

[Payments](#) [Exemptions and Savings](#) [Refunds](#) [Services for Seniors](#) [Understanding Your Tax Bill](#) [Tax Dates](#) [Third-Party Agents](#) [Forms](#) [>](#)

### Contact Us

Please fill out the following form in order to contact us via email.

After you submit this form your question will be delivered automatically to our Customer Service Department.

### Payment Status

\* Indicates required field

\* PIN (Property Index Number):

 -  -  -  - 

[Locate your PIN](#)

Property Address:

Apartment/Suite #:

City:

State:

Zip Code:

\* Name: (First Name, Middle Initial, Last Name)

\* Who's Inquiring?:

\* Email Address:

(example: username@domain.com)

\* Verify Email Address:

\* Phone Number:

  )  - 

\* Question:



# Electronic Duplicate Tax Bill Request System

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

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

Almost 130,000 taxpayers have used the online request system for duplicate property tax bills.

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




130,000

electronic tax bill requests from taxpayers

For more information, see Appendix 14.

# Electronic Duplicate Tax Bill Request System



**Cook County Treasurer's Office**  
MARIA PAPPAS, TREASURER

Payments Exemptions and Savings Refunds Services for Seniors Understanding Your Tax Bill Tax Dates Third-Party Agents Forms >


## Request for a Cook County Property Tax Bill

Property Index Number (PIN): 01-01


**STEP 1: Choose Tax Bill**

Select one of the tax bill types below:

**Tax Year 2013**

☒ Proof of Payment

**Tax Year 2014**

☐ Taxing District

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

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

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

\* Indicates required field

\* Name:

\* Address:

\* City:

\* State:

\* Zip Code:

\* Email Address:

(example: username@domain.com)

# PIN Research (Internal Portal)

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

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

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



2,076,298

total number of PIN records available

# PIN Research (Internal Portal)

ccnrebymscdCalendarLinksDocument CenterReporting ServicesDaily Memo



## Cook County Treasurer's Office

Maria Pappas, Treasurer

OperationsCollectionsRefundsTax SaleInformation TechnologyFinanceLegalHuman ResourcesAdministration

### PIN Research (Property Summary)

Property SummaryPIN SummaryRequest a Tax BillImage SearchesAdvanced SearchesTable SearchesPIN Lookup

PIN:  
01-01- - - - -  
SearchReset

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

DAVID BARRINGTON IL 60010-4207

#### PIN Summary

2014 Current Tax
2013 Current Tax
2012 Current Tax
2011 Current Tax
2010 Current Tax
2009 Current Tax
2008 Current Tax
2007 Current Tax
2006 Current Tax
2005 Current Tax
2004 Current Tax
2003 Current Tax
2002 Current Tax
2001 Current Tax (Overpayment)
2000 Current Tax
1999 Current Tax
1998 Current Tax
1997 Current Tax (Balance Due)
1996 Current Tax (Balance Due)
1995 Current Tax
1994 Current Tax (Overpayment)
1993 Current Tax

#### Image Searches

Coupon and Check Images

Tax Year 2014	5
Tax Year 2013	4
Tax Year 2012	4
Tax Year 2011	4
Tax Year 2010	4
Tax Year 2009	4
Tax Year 2008	4
Tax Year 2007	4
Tax Year 2006	4
Tax Year 2005	4
Tax Year 2004	2
Tax Year 2003	4
Tax Year 2002	5
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
Returned Mail	0
Sold and Forfeited Tax Status	0
Tax Research Cases	1
Notes and Taxpayer Inquiries	5
Historical Summary	22

#### Advanced Tools

- Add a New Note or Taxpayer Inquiry
- Request a Tax Bill
- Cook County GIS Map Viewer
- Cook County Property Tax Portal

Cook County Treasurer's Office  
118 North Clark Street, Room 112  
Chicago, Illinois 60602  
(312) 443-5100

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Cook County Treasurer's Office  
All Rights Reserved

#### FREQUENTLY USED APPLICATIONS

- PIN Research
- Correspondence Management
- Duplicate and Overpayment System
- Client Response Management System (CRM)
- Web Update
- Help Desk
- Request Time Off
- Daily Memo

#### COOK COUNTY GOVERNMENT

- Cook County Government
- County Assessor
- Board of Review
- County Clerk
- Recorder of Deeds
- County Treasurer
- Cook County Property Tax Portal
- Electronic Real Estate Tax Warrant Book

# Electronic Warrant Book

## Electronic Warrant Book

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

**4,765,458** individual pages from **12,011** books from the past 20 years were physically scanned and will be incorporated into the system.

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

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

# 4,765,458

total number of pages scanned



# Electronic Warrant Book

[Home](#) [Contact Us](#)

## Cook County Government

Electronic Real Estate Tax Warrant Book

### Cook County Real Estate Tax Warrant Information

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

-  -  -  -

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

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

[Available Tax Types](#)

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

**Tax Status:** Taxable Parcel

**Volume:** 001

**Classification:** 2-05

**Tax Rate:** 7.054

**Tax Code:** 10021

**Township:** Barrington

**Mailing Address:**

[REDACTED]

BARRINGTON IL 60010-4207

**Property Address:**

[REDACTED]

BARRINGTON IL 60010-4207

**Assessed Valuation:** 40,618

**Equalized Valuation:** 106,958

**Total Tax Amount:** \$7,544.82

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

[Payments](#)

[Previous Delinquencies](#)

[Exemptions](#)

#### Payments

(data shown below has been updated as of 9/30/2015)

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

37

# Annual Tax Sale

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

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

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

**More than 156,000 PINs** have been sold through the automated sale system since 2008.

**Results:** Headcount reduction in Tax Sale Department



156,312

PINs sold at automated Tax Sale

For more information, see Appendix 16.

# Annual Tax Sale

Cook County Treasurer's Office  
OFFICIAL TAX SALE AUCTION SITE



COOK COUNTY TREASURER  
Maria Pappas

[home](#) [about us](#) [FAQ](#) [contact us](#) [sitemap](#) [logout](#)

Welcome:

Buyer Number:

BiddingRules

[Bidding Rules](#)

GetStarted

[Auction Summary](#)

[Store Bids](#)

[Make Payment](#)

[Annual Tax Sale Delinquency List](#)

[Results](#)

MyAccount

[Edit My Account](#)

[Collateral Refund](#)

Advanced

[Downloads](#)

[Bulk Bidding](#)

[Admin Section](#)

JumpTo

— Change County — ▾

## 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 >](#)



# Automatic Name Changes

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

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

The system has automatically processed almost **750,000** name changes since 2005 – *not one of which an employee had to physically touch.*

**Results:** Headcount reduction in Name Change Department



750,000

automatic name and address changes

For more information, see Appendix 17.

# Automatic Name Changes

ccnaftbymeas Calendar Links Document Center Reporting Services Daily Memo



## Cook County Treasurer's Office

Maria Pappas, Treasurer

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: 09/25/2015

Successful Updates:	418
Total Data Errors:	19
Blank Addresses:	0
Incomplete Addresses:	0
Invalid Addresses:	17
Invalid PINs:	2
Exempt PINs:	1
Divided PINs:	4
To Be Divided:	51
Railroads:	0

# Stop Taxpayer Over-Payment System (STOPS)

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

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

Nearly **59,000 payments (\$243 million)** that would have instead been issued as refunds have been stopped and returned since November 2010.

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



**\$243million**  
duplicate payments stopped from taxpayers

For more information, see Appendix 18.

# Stop Taxpayer Over-Payment System (STOPS)

**RCS Cash Register - v1.91.4 - Register 014**

Cashier Information  
001 [REDACTED]

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

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

M#	Activity	Description
001	00101	Current Tax Collection

**Receiveable Entry - v1.91.4**

Options: Accessories

OCR (Scan Line)  
[REDACTED]


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

Total \$0.00

Paid  
Due  
Change

Amount	Total
--------	-------

**RCS Cash Register - v1.91.4 - Register 014**

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

Yes No

0000000833 KINGS ROW  
PALATINE, IL 600741874  
PALATINE

OK (F12) Line Void (F2) Total (F7)

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

# Taxing Agency Extranet

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

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

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

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

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



# 175,000

annual visits to the Taxing Agency Extranet

# Taxing Agency Extranet

## My Reports

### Run Reports

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

#### Record of Distribution Report

Start Date

End Date

Run

Download

#### Agency Tax Year Collection Distribution Report

Tax Year

2012

Run

Download

#### Statement of Distribution Report

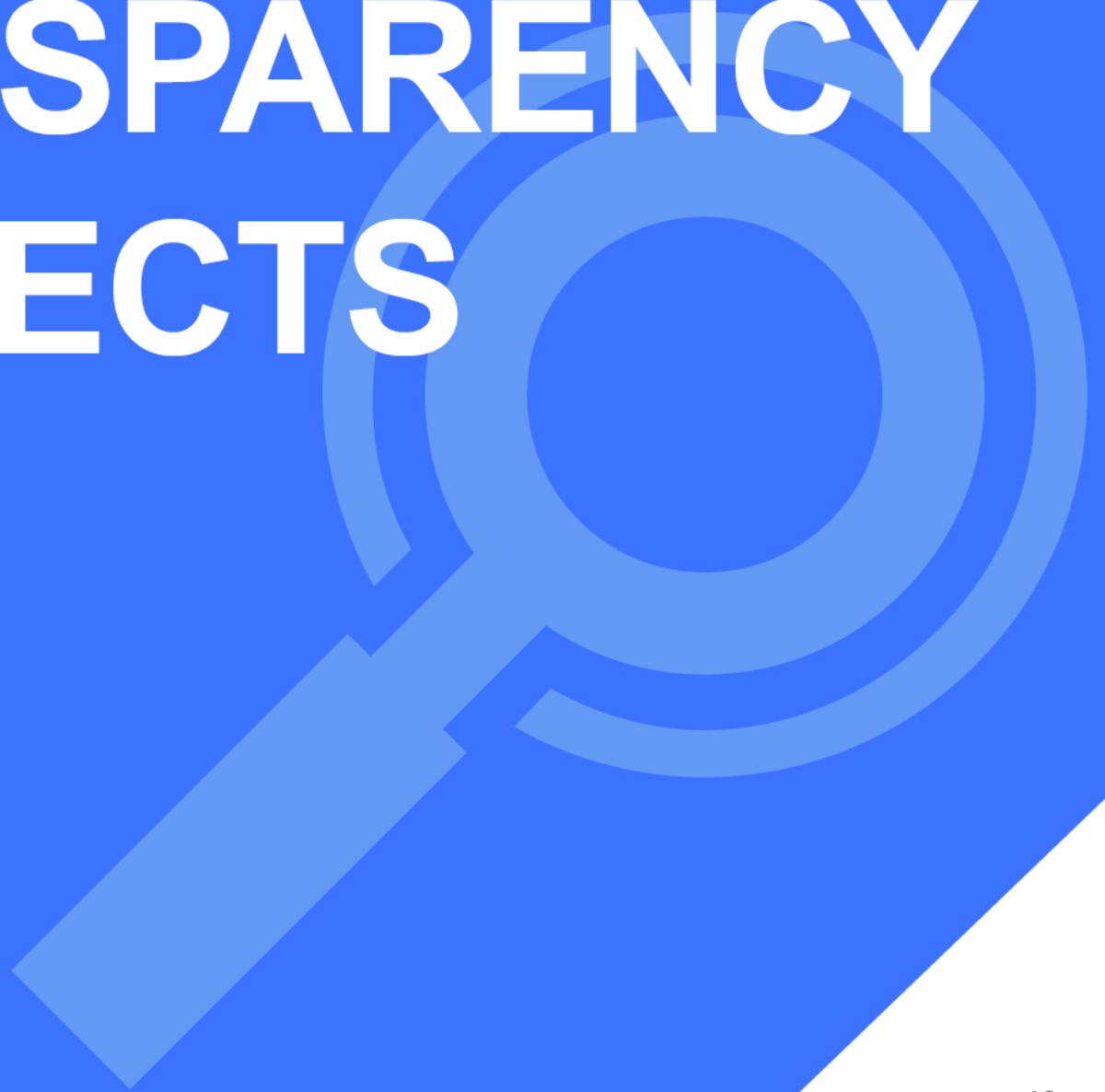
Distribution Date

January 06, 2014

Run

Download

# TRANSPARENCY PROJECTS



# Debt Disclosure Ordinance (DDO)

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

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

- Audited financial statements from their most recent audit
- Money owed (or total debts and liabilities)

- Pension and Retiree Healthcare information (including the amount promised to retirees and the amount promised that local governments do not have)

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

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

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



**\$140billion**

total debt of the 549 primary taxing agencies



# Debt Disclosure Ordinance (DDO)



## Cook County Treasurer's Office

MARIA PAPPAS, TREASURER

[Payments](#) [Exemptions and Savings](#) [Refunds](#) [Services for Seniors](#) [Understanding Your Tax Bill](#) [Tax Dates](#) [Third-Party Agents](#) [Forms](#) >

### Taxing Districts' Financial Statements and Disclosures

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

#### >> [Search by Property Index Number \(PIN\)](#)

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

#### >> [Search by Taxing District](#)

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

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

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

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

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

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

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

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

# Debt Disclosure Ordinance (DDO) Data – First Installment

TOTAL PAYMENT DUE		2014 First Installment Property Tax Bill						
\$2,916.14		Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
By 03/03/15 (on time)			188	36013	2014	(2015)	STICKNEY	2-02
IF PAYING LATE, PLEASE PAY	03/04/15-04/01/15 \$2,959.88	04/02/15-05/01/15 \$3,003.62	05/02/15-06/01/15 \$3,047.36	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW				
TAXING DISTRICT DEBT AND FINANCIAL DATA								
Your Taxing Districts	Money Owed by Your Taxing Districts	Pension and Healthcare Amounts Promised by Your Taxing Districts	Amount of Pension and Healthcare Shortage	% of Pension and Healthcare Costs Taxing Districts Can Pay				
Metro Water Reclamation Dist of Chicago	\$3,052,668,000	\$2,455,275,693	\$1,145,888,977	53.33%				
Stickney Forest View Pub Library Dist	\$1,667,950	\$459,795	\$385,572	16.14%				
Morton Community College 527 (Cicero)	\$9,764,035	\$0	\$0	00.00%				
J Sterling Morton HS 201 (Berwyn/Cicero)	\$92,287,116	\$38,492,941	\$19,108,012	50.36%				
Lyons School District 103	\$23,816,931	\$12,242,497	\$4,878,222	60.15%				
Village of Stickney	\$10,298,162	\$20,327,858	\$12,135,292	40.30%				
Town of Stickney	\$2,188,400	\$6,412,864	\$451,029	92.97%				
Cook County Forest Preserve District	\$287,647,645	\$324,673,865	\$142,119,278	56.23%				
County of Cook	\$8,110,664,341	\$15,615,343,667	\$7,233,899,380	53.67%				
Total	\$11,591,002,580	\$18,473,229,180	\$8,558,865,762					
For a more in-depth look at government finances and how they affect your taxes, visit <a href="http://cookcountytreasurer.com">cookcountytreasurer.com</a> .								

# TIF information on the Tax Bills – Second Installment

TOTAL PAYMENT DUE		2014 Second Installment Property Tax Bill						
\$2,348.68		Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
By 08/03/15 (on time)			236	39018	2014	(2015)	WORTH	2-34
IF PAYING LATE, PLEASE PAY	08/04/15-09/01/15	09/02/15-10/01/15	10/02/15-11/01/15	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW				
	\$2,383.91	\$2,419.14	\$2,454.37					
TAXING DISTRICT BREAKDOWN								
Taxing District	2014 Tax	2014 Rate	2014 %	Pension	2013 Tax			
MISCELLANEOUS TAXES								
South Cook Mosquito Abatement Harvey	5.90	0.017	0.12%		5.59			
Metro Water Reclamation Dist of Chicago	149.15	0.430	3.03%	13.87	145.70			
Miscellaneous Taxes Total	155.05	0.447	3.15%		151.29			
SCHOOL TAXES								
Moraine Valley College 524 Palos Hills	139.78	0.403	2.84%		131.02			
Evergreen Park Community HS District 231	1,604.23	4.625	32.56%	28.78	1,520.89			
Evergreen Park School District 124	1,999.99	5.766	40.59%	68.33	1,897.19			
School Taxes Total	3,744.00	10.794	75.99%		3,549.10			
MUNICIPALITY/TOWNSHIP TAXES								
Evergreen Park Library Fund	101.28	0.292	2.06%		95.03			
Village of Evergreen Park	659.73	1.902	13.39%	90.18	618.07			
Road & Bridge Worth	12.83	0.037	0.26%		12.23			
General Assistance Worth	6.94	0.020	0.14%		6.29			
Town of Worth	26.36	0.076	0.53%		25.51			
Municipality/Township Taxes Total	807.14	2.327	16.38%		757.13			
COOK COUNTY TAXES								
Cook County Forest Preserve District	23.93	0.069	0.49%	0.69	24.11			
Consolidated Elections	0.00	0.000	0.00%		10.83			
County of Cook	102.69	0.296	2.07%	37.46	96.08			
Cook County Public Safety	83.59	0.241	1.70%		76.52			
Cook County Health Facilities	10.75	0.031	0.22%		23.06			
Cook County Taxes Total	220.96	0.637	4.48%		230.60			
(Do not pay these totals)	4,927.15	14.205	100.00%		4,688.12			

# County Property Tax Portal Website

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

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

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

The portal has been visited more than **8.4 million** times since April 1, 2012. Thus far in 2015, visitor traffic has averaged **10,713** visitors per day.

**Results:** Better and easier access to information



# 8.4million

visitors to the Property Tax Portal



# County Property Tax Portal Website



## COOK COUNTY, ILLINOIS Property Tax Portal

Accessibility Print this Page

- Home
- About Us
- How the Property Tax System Works
- Forms & Tax Bill Requests
- News and Events
- Other Programs
- Contact Us
- FAQs

### Cook County Property Tax Portal Search Results

[Search Again »](#)



0101 [REDACTED] 10/25/2007

[View on CookViewer Map »](#)

#### Property Characteristics

[Tax Calculator](#)

[More Property Characteristic Information »](#)

##### Info for Tax Year: 2014

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

##### Info for Tax Year: 2014

Estimated Property Value: \$342,390  
Total Assessed Value: 34,239  
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: 2014

[REDACTED]

BARRINGTON, IL 60010

[Update Mailing Address »](#)

#### Other Related Information

Tax Rate (2014): 8.017

Tax Code (2014): 10021

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

[More Tax Rate Information »](#)

[Tax Rate History](#)

#### Tax Billed Amounts & Tax History

2014: \$6,919.63	<a href="#">Pay Online: \$3,282.84 due</a>
2013: \$6,612.35	<a href="#">Paid in Full</a>
2012: \$7,544.82	<a href="#">Payment History</a>
2011: \$7,127.27	<a href="#">Payment History</a>
2010: \$6,273.29	<a href="#">Payment History</a>

\* = (1st Install Only)

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

#### Exemptions

2014:	<a href="#">1 Exemptions Received</a>
2013:	<a href="#">1 Exemptions Received</a>
2012:	<a href="#">1 Exemptions Received</a>
2011:	<a href="#">1 Exemptions Received</a>
2010:	<a href="#">1 Exemptions Received</a>

[More Exemption Information »](#)

#### Appeals

2014:	<a href="#">Not Accepting Appeals</a>
2013:	<a href="#">Not Accepting Appeals</a>
2012:	<a href="#">Not Accepting Appeals</a>
2011:	<a href="#">Not Accepting Appeals</a>
2010:	<a href="#">Not Accepting Appeals</a>

[More Appeal Information »](#)

[Refunds Available](#)

[Tax Sale \(Delinquencies\)](#)

[Documents, Deeds & Liens](#)

# Freedom of Information Act (FOIA) Log

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

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

The log is updated every week in PDF format.

**Results:** Transparent information available to public

# Freedom of Information Act (FOIA) Log

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



# FOCUS ON BUDGET



# FOCUS ON BUDGET

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

- ❶ 060 – County Treasurer Corporate Account
  - Funded primarily by taxpayer sources
  - FY2015 Budget: \$1,156,135
  
- ❷ 534 – County Treasurer Tax Sale Automation Account
  - Funded by commercial user fees paid by banking and mortgage firms
  - Established by County ordinance on April 6, 1999
  - FY2015 Budget: \$11,137,938

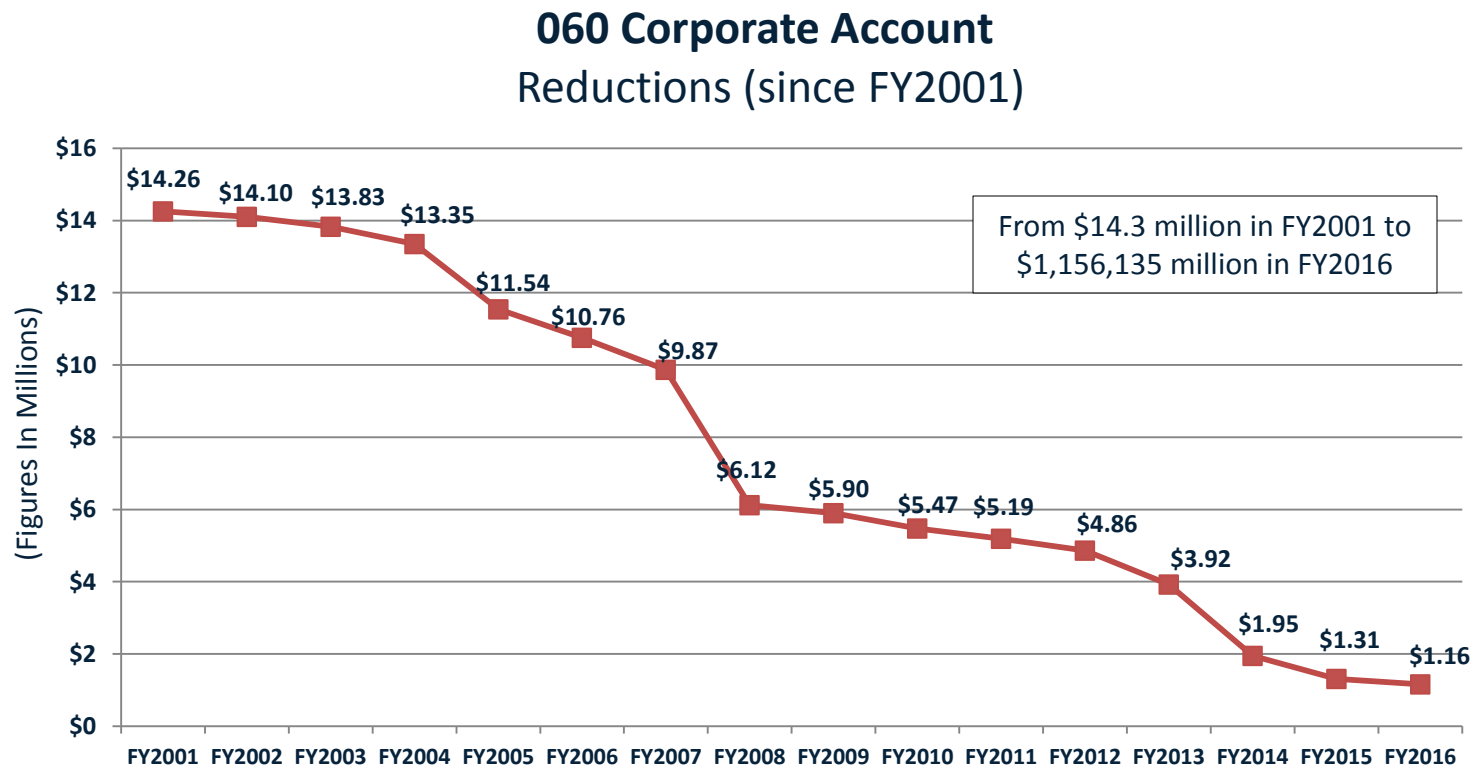
Since FY2008, the Treasurer's Office has continually reduced the 060 Corporate Account by shifting costs to the 534 Automation Account. *Many governmental entities simply raise property taxes instead of creating alternative funding sources and reducing their budgets.*

# FY2016 BUDGET HIGHLIGHT 1: Reduce Corporate Budget

FY2016 marks the 15<sup>th</sup> consecutive year that the request for 060 Corporate Account funding, excluding fringe benefits, has been reduced. The Treasurer's Office achieved a 10.15% cut by reducing the 060 Corporate Account by \$130,538.

- From \$1,286,673 in FY2015 to \$1,156,135 in FY2016

The savings are primarily attributed to shifting positions to the 534 automation account.



## **FY2016 BUDGET HIGHLIGHT 2: Reduce Headcount**

Once again, headcount has gone from 250 positions in FY1998 to 89 in FY2016, a reduction of 64.4 percent.

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

## FY2016 BUDGET HIGHLIGHT 3: Further Self-Funding

- The office continues moving toward being self-funded by relying less on taxpayer funding on the 060 corporate account and more on commercial user-based revenues, approved by the Board, to fund the 534 automation account.
- From FY2008 through FY2016, the following revenues generated from commercial users to support the Treasurer's Automation account have saved the county \$79.6 million. These commercial user fees continue to support automation efforts:

Revenue Source	Amount	Fiscal Year 2015*
Commercial Payor Duplicate Bill	\$5	\$7,782,630
Electronic Payment Fee	\$1	\$1,535,592
Tax Sale Automation	\$10	\$150,300
Bulk Payment Correction	\$50	\$23,250
<b>TOTAL OF SELF-FUNDED REVENUES</b>		<b>\$9,491,772</b>
*Through September 30, 2015		

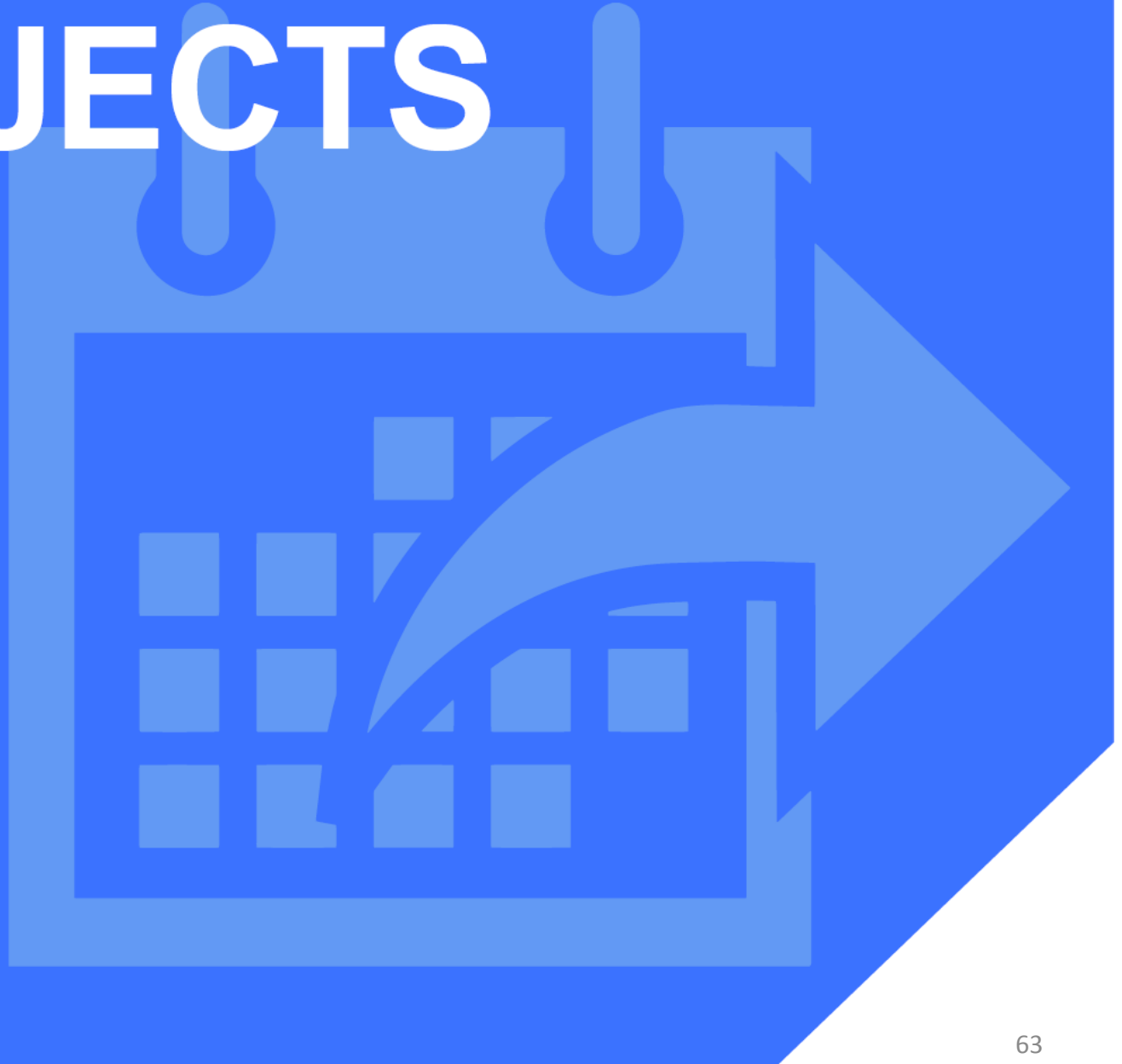
# ACCOUNT SUMMARY – 060 Corporate Account

FY2016 Department Account Summary				060
OA/BU	Description	2015 Adjusted	2016 Request	Difference
108/501035	Furlough Day Adjustment	\$0	\$0	\$0
110/501010	Salaries & Wages of Regular Employees	\$1,137,793	\$1,026,641	-\$111,152
115/501170	Appropriation Adjustment	\$0	\$0	\$0
120/501210	Overtime Compensation	\$0	\$0	\$0
129/501300	Sal & Wgs of Seasonal Employees	\$0	\$0	\$0
170/501510	Mandatory Medicare Costs	\$16,665	\$14,889	-\$1,776
185/501810	Prof & Tech Membership Fees	\$2,786	\$3,000	\$214
186/501860	Training Programs for Staff Persnl	\$1,492	\$1,000	-\$492
190/501970	Transportation & Other Travel Expenses.-Empls	\$0	\$0	\$0
214/520030	Armored Car Service	\$3,500	\$5,000	\$1,500
217/520100	Transpt for Specific Activities	\$100	\$0	-\$100
220/520150	Communication Services	\$21,921	\$23,197	\$1,276
228/520280	Delivery Services	\$0	\$0	\$0
242/520550	Surveys, Operations & Reports	\$10,000	\$10,450	\$450
245/520610	Advertising For Specific Purposes	\$0	\$0	\$0
246/520650	Imaging & Microfilming Records	\$0	\$0	\$0
250/520730	Premium-Fidelity, Bonds & Liability	\$12,500	\$17,000	\$4,500
261/520890	Legal Fees-Labor Matters	\$30,000	\$17,000	-\$13,000
320/530100	Wearing Apparel	\$2,500	\$2,500	\$0
350/530600	Office Supplies	\$10,000	\$0	-\$10,000
353/530640	Bks, Periodcls, Publcts & Data Svcs	\$3,600	\$1,500	-\$2,100
353/530675	County Wide Lexis-Nexis Contract	\$1,331	\$698	-\$633
355/530700	Photographic & Reproduction Supplies	\$300	\$200	-\$100
388/531650	Computer Operation Supplies	\$500	\$300	-\$200
440/540130	Maintenance & Repair of Office Equip	\$9,800	\$10,400	\$600
441/540170	Maintenance & Repair of Data Processing Equip	\$60	\$60	\$0
441/540172	County Wide Contract Data Processing	\$7,500	\$7,500	\$0
445/540290	Operation of Auto Equip	\$7,300	\$7,300	\$0
630/550010	Office Equipment Rental	\$0	\$0	\$0
630/550018	County Wide Photocopier Lease	\$7,025	\$7,500	\$475
634/550060	Automotive Equipment Rental	\$0	\$0	\$0
<b>Total on Department:</b>		<b>\$1,286,673</b>	<b>\$1,156,135</b>	<b>(\$130,538)</b>
				<b>Decrease: -10.15%</b>

# ACCOUNT SUMMARY – 534 Automation Account

FY2016 Department Account Summary				534
OA/BU	Description	2015 Adjusted	2016 Request	Difference
110/501010	Salaries & Wages of Regular Employees	\$5,363,794	\$5,927,042	\$563,248
115/501170	Appropriation Adjustment For Personal Services	\$0	\$0	\$0
120/501210	Overtime Compensation	\$10,000	\$10,000	\$0
129/501300	Salaries & Wages of Seasonal Employees	\$187,200	\$224,640	\$37,440
170/501510	Mandatory Medicare Cost	\$80,635	\$89,345	\$8,710
174/501570	Pension	\$746,937	\$773,638	\$26,701
175/501590	Group Life Insurance	\$13,305	\$13,706	\$401
176/501610	Group Health Insurance	\$799,361	\$851,320	\$51,959
177/501640	Group Dental Insurance	\$32,596	\$33,411	\$815
179/501690	Vision Care	\$8,250	\$8,457	\$207
181/501715	Group Pharmacy Insurance	\$137,128	\$157,698	\$20,570
183/501770	Seminars for Professional Employees	\$2,000	\$2,000	\$0
185/501810	Professional & Technology Membership Fees	\$3,730	\$4,340	\$610
186/501860	Training Programs for Staff Personnel	\$22,500	\$27,600	\$5,100
190/501970	Transportation & Other Travel Expenses	\$100	\$0	-\$100
240/520490	Printing and Publishing	\$530,000	\$500,000	-\$30,000
245/520610	Advertising For Specific Purposes	\$3,500	\$3,500	\$0
260/520830	Professional & Managerial Services	\$1,235,000	\$966,000	-\$269,000
350/530600	Office Supplies	\$21,000	\$27,000	\$6,000
353/530640	Books, Periodicals, Publications & Data Services	\$5,700	\$10,921	\$5,221
388/531650	Computer Operation Supplies	\$150,700	\$181,160	\$30,460
441/540170	Maintenance & Repair of Data Processing Equipment	\$463,538	\$500,981	\$37,443
441/540172	County Wide Contract Data Processing	\$25,000	\$25,000	\$0
530/560510	Office Furnishings and Equipment	\$9,000	\$0	-\$9,000
570/560440	Telecommunications Equipment	\$0	\$0	\$0
579/560450	Computer Equipment	\$294,250	\$446,200	\$151,950
630/550018	County Wide Photocopier Lease	\$75,000	\$70,000	-\$5,000
814/580380	Appropriation Adjustment	\$7,500	\$8,132	\$632
818/580033	Reimbursement to Designated Fund	\$0	\$0	\$0
819/580420	Appropriation Transfer For Reimbursement From Designated Fund	\$0	\$19,780	\$19,780
883/580260	Cook County Administration	\$256,067	\$256,067	\$0
<b>Total on Department:</b>		<b>\$10,483,791</b>	<b>\$11,137,938</b>	<b>\$654,147</b>
				<b>Increase: 6.24%</b>

# PROJECTS





# COUNTYWIDE PROJECTS

Name of Project:	Integrated Property Tax System – Central Repository for Property Tax Identification (PIN) Data
Description of Project:	The Treasurer's Office 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. The office was involved in the vendor selection process and has committed to assist the Bureau of Technology in the implementation of the new system.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Eliminates the antiquated MIS Mainframe, and its limited functionality.</li> <li>• Combine all data for each parcel into one unified system.</li> <li>• Will be updated in real time instead of nightly batch jobs.</li> </ul>

Name of Project:	Accounting System Conversion to Countywide Enterprise Resource Planning (ERP) System
Description of Project:	Convert existing JDE general ledger and accounts payable accounting systems to new Cook County Enterprise Resource Planning (ERP) system.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Modernization of financial management systems to one system used by all County Departments.</li> </ul>

Name of Project:	Time and Attendance System
Description of Project:	A countywide effort to streamline the time and attendance reporting function through an automated process in order to reduce the amount of manual processing of time and attendance and to improve the accuracy of reporting.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Accurately track and report time for approximately 24,000 part-time and full-time employees, at approximately 100 locations</li> <li>• Automatically process time captured and leave approvals</li> <li>• Comply with County legal and union mandated requirements</li> <li>• Comply with government and audit guidelines</li> <li>• Provide improved controls over issues such as unauthorized absences and tardiness</li> <li>• Provide visibility to labor allocation, special pay rules, and cost, thus increasing transparency to management</li> </ul>

# FUTURE PROJECT FOCUS

## Comprehensive Imaging and Document Scanning Project

### Description of Project:

Implement solutions to reduce the amount of cabinet space, streamline storing documents digitally, create electronic archives of records and add electronic records to the PIN Research portal to facilitate retrieval.

The project will be managed as a series of phases based on area of work or process. Phase 1 will focus on Tax Research and CRM. Subsequent phases will be focused on auto check redaction, conversion of paper forms to e-forms, refunds processing system, and self-service kiosks for name changes and duplicate bills.

### Benefit(s) of Project:

- Will streamline processes and increase efficiency
- Provide workflow and employee management statistics
- Reduce paper and duplication of work.

### ← Current Process:

- Hard-copy form
- Hand-written
- Sent via USPS or dropped-off in-person

### Proposed Process: →

- Electronic form
- Online input
- Sent electronically

# FUTURE PROJECT FOCUS

## Electronic Warrant Book – Phase 2

### Description of Project:

The Electronic Warrant Book's first phase created an entire electronic book for TY2012 and each year thereafter. This phase implements the scanning/imaging of nineteen older years and incorporation of a 'hybrid' display that will combine the image and any future electronic records.

Project is a collaborative effort with the Clerk's Office.

### Benefit(s) of Project:

- Eliminate the necessity for manual postings of transactions for older years.
- New transactions will be added on a daily basis.
- Eliminate the space required to house the physical books.

**Cook County Government**  
Electronic Real Estate Tax Warrant Book

**Cook County Real Estate Tax Warrant Information**

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

01-01 [REDACTED] **Search** **Reset**

**Search results for Property Index Number (PIN) 01-01 [REDACTED]** Available Tax Types

Warrant Year: 2011 Tax Year: 2011 Tax Type: Current Tax

Tax Status: Taxable Parcel Township: Barrington  
Volume: 001  
Classification: 2-05 Mailing Address:  
Tax Rate:  
Tax Code:

Assessed Value:  
Equalized Value:  
Total Tax Amount:

Original Tax Amount: 14

Parcel ID	Owner	Class	Assessed Value	Original Tax Amount	Taxes Due	Penalties, Fees and Costs	Total
01-01 [REDACTED] 11	DAVID BARRINGTON	CLASS 2-05	40,618	3,450.31			3,450.31
01-01 [REDACTED] 11	DAVID BARRINGTON	CLASS 2-05	114,660	7,127.27			7,127.27
*** TAXES DUE PER PA 91-668 2004-2004 ( 1YRS) \$1,024.70 + PENALTIES, FEES AND COSTS							
01-01 [REDACTED] 11	JOHN BARRINGTON	CLASS 2-06	51,196	5,499.75			5,499.75
01-01 [REDACTED] 11	JOHN BARRINGTON	CLASS 2-06	146,083	3,580.77			3,580.77
Total: 146,083 9,080.52							

# FUTURE PROJECT FOCUS

## Electronic Billing to Tax Payers

### Description of Project:

Establish a system that will allow Cook County to send electronically (via email) a property tax bill to taxpayers who have voluntarily opted-in.

### Benefit(s) of Project:

- Allow for simple interface to review and pay property tax bill online.
- Since taxpayers would 'opt-in,' those PINs could be removed from the printing, folding and mailing program thereby reducing costs.
- Ensures delivery of bill instead of possible delays or inconsistency in delivery date by USPS.

**2014 First Installment Property Tax Bill**

**TOTAL PAYMENT DUE: \$2,916.14**  
By 03/03/15 (Net Date)

Property Index Number (PIN): 188 36015 2014 (3015) Township: STICKNEY Classification: 2-02

IF PAYING LATE, PLEASE PAY: 05/04/15-04/01/16 \$2,959.68 06/02/15-05/01/16 \$3,003.62 06/02/15-06/01/16 \$3,047.96

LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW

TAXING DISTRICT DEBT AND FINANCIAL DATA				
Your Taxing Districts	Money Owed by Your Taxing Districts	Penalties and Healthcare Amounts Promised by Your Taxing Districts	Amount of Penalties and Healthcare Shareage	% of Penalties and Healthcare Costs Taxing Districts Can Pay
Metro Water Reclamation Dist of Chicago	\$7,957,668,000	\$458,793	\$7,145,866,977	53.33%
Stickney Forest View Pub Library Dist	\$1,687,930	\$0	\$0	00.00%
Morton Community College 527 (Cleared)	\$8,764,005	\$28,492,941	\$19,108,912	58.80%
J Sterling Morton HS 201 (Bereyn/Cleared)	\$82,287,116	\$12,342,497	\$4,876,222	48.30%
Lynwood School District 183	\$23,816,921	\$12,342,497	\$4,876,222	48.30%
Village of Stickney	\$2,188,400	\$0	\$0	00.00%
Town of Stickney	\$287,547,948	\$12,342,497	\$1,142,118,278	98.23%
Cook County Forest Preserve District	\$8,110,664,361	\$18,819,343,607	\$7,233,888,383	63.87%
County of Cook	\$11,581,063,762	\$18,819,343,607	\$16,475,528,185	85.68%
<b>Total</b>	<b>\$15,591,862,568</b>	<b>\$18,819,343,607</b>	<b>\$16,475,528,185</b>	

Receive tax bill through your inbox, not your mailbox.

**2014 First Installment Property Tax Bill**

**TOTAL AMOUNT BILLED: \$ 2,916.14**

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<b>Total</b>	<b>15,591,862,568</b>	<b>18,819,343,607</b>	<b>16,475,528,185</b>	

# FY2016-FY2018 FUTURE PROJECTS

<b>Name of Project:</b>	<b>Taxpayer Sign-Up Account Setup</b>
<b>Description of Project:</b>	Create an interface that allows taxpayers to create a log-in on cookcountytreasurer.com to receive specific information about their PIN via email.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Ensures taxpayers are alerted with a customized message to their inbox.</li> <li>• Proactively disseminate information instead of taxpayers initiating a query.</li> </ul>
<b>Name of Project:</b>	<b>Automate the Over-Assessment Certificate of Error (C of E) Process</b>
<b>Description of Project:</b>	Automate C of E over-assessments much as homestead exemption C of E's are automated.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Streamline and increase efficiency by eliminating the manual application and processing requirements currently in place.</li> </ul>
<b>Name of Project:</b>	<b>Automate D&amp;O Applications</b>
<b>Description of Project:</b>	Create a system that automatically generates and sends a refund application 30 days after the overpayment.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Process will notify taxpayers to claim their refund quicker; taxpayers does not need to come to the office to request a refund.</li> </ul>
<b>Name of Project:</b>	<b>Automatically Issue Refunds via ACH</b>
<b>Description of Project:</b>	Eliminate printing & mailing of refund checks by returning funds directly to payer. Bulk payer refunds will be batched to produce a single refund instead of multiple checks.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Reduces number of returns due to incorrect address.</li> <li>• Saves paper.</li> <li>• Refunds issued to taxpayers quicker than the USPS.</li> </ul>
<b>Name of Project:</b>	<b>Refund Check Tracking</b>
<b>Description of Project:</b>	Create tracking system so taxpayers can go online and get refund status updates instead of phoning the call center, sending an email, or visiting the office.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Taxpayers can know exactly what stage their application is in and when they can expect their check to arrive in the mail.</li> </ul>
<b>Name of Project:</b>	<b>Outsource Tax Bill Printing</b>
<b>Description of Project:</b>	Print bi-annual 1.8 million tax bills offsite instead of printing them internally.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Streamline and increase efficiency of bill printing process.</li> </ul>

# FY2016-FY2018 FUTURE PROJECTS

Name of Project:	Office Wide Bankruptcy Automatic Stay Compliance – Phase 2
Description of Project:	Implement a system to prevent unauthorized payments: person in bankruptcy or TPA can pay only current payments: prior payments can be paid only by trustee. Phase 2 will expand the system to include other payment sites/methods, such as online payments, Lockbox, bank branch, etc.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>Facilitate compliance with federal bankruptcy law.</li> </ul>

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"> <li>Reduce volume of manual payments required to be researched.</li> <li>Increase accuracy of payments that otherwise would be sent back to taxpayers for inaccurate or missing information.</li> </ul>

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"> <li>Reduce cashiering errors.</li> <li>Eliminate manual entry.</li> </ul>

Name of Project:	Online Open Item Bill Payments
Description of Project:	Enhance online payment system to allow taxpayers to pay open older years electronically based on data from the Treasurer and Clerk.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>Provide taxpayers another option to pay (right now, Open Items can only be paid in-person or by mail).</li> <li>Eliminate manual payment processing.</li> </ul>

Name of Project:	Mail360
Description of Project:	Assist the Bureau of Technology to incorporate Pitney Bowes' Mail360 module at the mainframe.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>Formats the Intelligent Mail barcode, as mandated by the USPS, to achieve maximum automation discounts and postal savings for bulk mailings.</li> </ul>

# FY2016-FY2018 FUTURE PROJECTS

<b>Name of Project:</b>	<b>Sales-in-Error Database Rewrite</b>
<b>Description of Project:</b>	Create a system that allows the user to process a Sale-in -rror refund from the beginning of the process.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Eliminate tracking of Vacate Tax Sale component in Excel spreadsheets and double-entry of same information into database.</li> <li>• Eliminate need for employees to access MIS, transcribe payment information, and then re-enter into database to process refund request.</li> <li>• Scavenger Payments and Refunds will post to MIS, thereby making the information available to the county.</li> </ul>
<b>Name of Project:</b>	<b>NSF Batch Processing</b>
<b>Description of Project:</b>	Eliminate the manual data entry of NSF's into MIS through automation efforts.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Automatically load NSF transactions into MIS instead of through a manual process.</li> </ul>
<b>Name of Project:</b>	<b>Automation of Transfers</b>
<b>Description of Project:</b>	Eliminate the manual data entry of transfers into MIS through automation efforts. Also, route a current year payment to the prior year if delinquent.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Automatically load transfers into MIS instead of through a manual process.</li> <li>• Reduce potential sales-in-error by paying the oldest delinquency first.</li> </ul>
<b>Name of Project:</b>	<b>Explore Creation of Annual and Scavenger Sale Systems</b>
<b>Description of Project:</b>	Develop and/or acquire replacement systems for the annual tax sale and scavenger sale.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Streamline and standardize the process of each sale.</li> <li>• Reduce costs by internally developing tools to conduct the sale.</li> </ul>
<b>Name of Project:</b>	<b>Tax Buyer Email Electronic Receipts after Annual Sale</b>
<b>Description of Project:</b>	Produce electronic receipts emailed to tax buyers instead of producing paper receipts.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Eliminates the need to print receipts and for tax buyers to physically pickup the receipts.</li> </ul>



# FY2016-FY2018 FUTURE PROJECTS

<b>Name of Project:</b>	<b>Overbid Function of the Scavenger Sale-In-Error (SIE) Refund System</b>
<b>Description of Project:</b>	Record the overbid Scavenger SIE Refunds on the MIS Mainframe so that the overbid refund amount is included on the refund check.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Overbid amount will appear online in MIS and in internal systems</li> <li>• Overbid refunds will not require a separate check, which is the current process</li> </ul>

<b>Name of Project:</b>	<b>PIN Research – Additional Enhancements</b>
<b>Description of Project:</b>	PIN Research was re-launched in 2013. The Treasurer’s Office continues to build upon its foundation and provide more functionality and data users would like to see within the application.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Add the following: <ul style="list-style-type: none"> <li>• C of E type, status, reason</li> <li>• Build-in functionality to print a duplicate tax bill, and track stats for the same process</li> <li>• CRM/Correspondence History – log of taxpayer contact with the office</li> </ul> </li> </ul>

<b>Name of Project:</b>	<b>Real-Time Third Party Payment System Enhancement</b>
<b>Description of Project:</b>	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.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Reduce duplicate payments and resulting refunds that would need to be issued.</li> </ul>

<b>Name of Project:</b>	<b>Update Individual Online Payment Site</b>
<b>Description of Project:</b>	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.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Improve payment processing systems so taxpayers can pay multiple PINs at the same time.</li> <li>• Improve system design and communication.</li> </ul>

<b>Name of Project:</b>	<b>Data Dictionary</b>
<b>Description of Project:</b>	Create dictionary/index of all data related to property taxes used by our systems.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>



# FY2016-FY2018 FUTURE PROJECTS

<b>Name of Project:</b>	<b>Tax History Project</b>
<b>Description of Project:</b>	Create a comprehensive PIN history list that will serve as the basis for delinquent properties to be offered at the Scavenger Sale. The project will create a rolling twenty-year history of PIN transactions and ensure only those PINs that meet the Scavenger Sale requirements are offered at sale.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Achieve administrative efficiencies by continuously cleansing the list from year to year.</li> <li>• Reduce sales-in-error.</li> <li>• Enable the office to work with municipalities to permanently remove exempt properties from the list.</li> </ul>

<b>Name of Project:</b>	<b>Electronic Exemption Testing Tool</b>
<b>Description of Project:</b>	Create additional automatic checks on Assessor's Exemption file prior to Second Installment.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Eliminate manual review of exemptions during the Second Installment tax bill testing process.</li> </ul>

<b>Name of Project:</b>	<b>Automatic Supply Request</b>
<b>Description of Project:</b>	Create a system that automates the request/approval process of supplies.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Eliminate the current process that is carried out manually.</li> <li>• Streamline the approval process to expedite delivery of goods as needed.</li> </ul>

<b>Name of Project:</b>	<b>Asset Tracking System</b>
<b>Description of Project:</b>	Merge the current purchasing and assets tracking systems used by the office. The asset system and the purchasing system should be able to function as one or in concert with one another. When an item is purchased and then received, the system should automatically generate an asset tag.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Eliminate the redundancy of entering the same information into two separate systems.</li> </ul>

<b>Name of Project:</b>	<b>Interactive New Employee Training on Intranet</b>
<b>Description of Project:</b>	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.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Eliminate the need for manual orientation.</li> <li>• Can be used as a reference for existing employees and for refresher training purposes.</li> </ul>

# FY2016-FY2018 FUTURE PROJECTS

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

<b>Name of Project:</b>	<b>Automation of Property Tax Appeal Board (PTAB) Refunds</b>
<b>Description of Project:</b>	Streamline the PTAB refund process by automatically loading the individual refund data entry to MIS system.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Refunds are issued as soon as file is received and loaded into the MIS mainframe.</li> <li>• Eliminates the manual keying-in of data.</li> <li>• Reduces errors.</li> </ul>

<b>Name of Project:</b>	<b>Exchange 2016 Implementation</b>
<b>Description of Project:</b>	Converting existing mail system to Exchange Server 2016.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Improve performance and reliability.</li> <li>• Virtualized for improved value.</li> <li>• Enhance unified communications.</li> <li>• Improve redundancy and reliability.</li> </ul>

<b>Name of Project:</b>	<b>SharePoint 2013 Upgrade</b>
<b>Description of Project:</b>	Upgrade existing SharePoint Infrastructure to SharePoint 2013.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Improve search capabilities.</li> <li>• Improve indexing capabilities.</li> <li>• Improve performance.</li> <li>• Improve reliability.</li> <li>• Virtualize for improved value.</li> </ul>

<b>Name of Project:</b>	<b>Server 2016</b>
<b>Description of Project:</b>	Upgrade to Server 2016 to help virtualization, networking, storage, and cloud computing.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Keep data stored on servers secure and accessible.</li> </ul>

# FY2015 PROJECTS

Name of Project:	Mobile Website
Description of Project:	Developed mobile website in order for users of CCTO Main (cookcountytreasurer.com) to access the site with a smart phone or tablet.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Access to information on our website conforms to a smart phone or tablet.</li> </ul>

Name of Project:	Install New Interactive Voice Response System (IVR) and Implement New Phone Script
Description of Project:	Upgraded the technology for providing the most accurate and up-to-date information to callers; revised the automated menu system and script to more quickly route taxpayers to answers.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Streamlined process for taxpayers to obtain the information needed quickly.</li> <li>• Designed script to provide responses without requiring a live employee to handle the call.</li> </ul>

Name of Project:	Installation of new Treasurer's Office Internal Portal
Description of Project:	Upgraded the Internal Portal in latest .NET 4.6 platform, which was released by Microsoft on July 20, 2015. Project ensures that applications are supported by Microsoft and up-to-date with latest code base.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Header and footer reconfigured to better display links to internal applications and other sites.</li> <li>• The separate pages dedicated to each department's programs and contact information eliminated. Instead, they were converted to drop-downs in the top menu.</li> <li>• The width of the site was expanded to maximize wide-screen monitors.</li> </ul>

Name of Project:	Creation of Addition Debt Disclosure Ordinance (DDO) Reports
Description of Project:	Developed additional compliance/analysis reports for internal use to assist in the review of Debt Disclosure data.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Drafted reports to provide access to daily update figures and overall data for review by staff.</li> <li>• Created subscriptions for other reports to be automatically sent to staff.</li> </ul>

Name of Project:	Automation of Specific Objection (SP) Refunds
Description of Project:	Created a website that allows attorneys filing taxpayer specific objection assessment reduction refunds to obtain refund calculations online that can then be downloaded and submitted in court.
Benefit(s) of Project:	<ul style="list-style-type: none"> <li>• Eliminates the submission of paper calculation forms to the Treasurer's Office for review and then the Treasurer's Office having to return the same paper copy to the attorneys.</li> </ul>

# FY2015 PROJECTS

<b>Name of Project:</b>	<b>Daily Memo System</b>
<b>Description of Project:</b>	Created a new daily memo format to be used office wide for employees to submit their productivity reports using a single application. System automatically consolidates employees' memos by department and generate an email to the supervisor.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Eliminates different layouts and formats by ensuring reports are of the same universal design.</li> <li>• Supervisory staff automatically receives reports via email.</li> </ul>

<b>Name of Project:</b>	<b>SQL 2012</b>
<b>Description of Project:</b>	Upgraded to SQL 2012 to better manage and protect data. SQL is a unique programming language used specifically for organizing data and information in a system.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Kept data stored on servers secure and accessible according to data queries.</li> </ul>

<b>Name of Project:</b>	<b>Exchange 2013 Implementation</b>
<b>Description of Project:</b>	Converted existing mail system to Exchange Server 2013.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Improved performance and reliability.</li> <li>• Virtualized for improved value.</li> <li>• Enhanced unified communications.</li> <li>• Improved redundancy and reliability.</li> </ul>

<b>Name of Project:</b>	<b>.NET 4.6 Framework</b>
<b>Description of Project:</b>	Upgraded to latest version of .NET programing framework by converting the code for internal and external applications within Visual Studio 2015.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Kept internal programming code on the latest Microsoft supported framework.</li> <li>• Made use of latest code and features to maximize user experience.</li> </ul>

<b>Name of Project:</b>	<b>Addition of Facebook, Google+ and YouTube</b>
<b>Description of Project:</b>	Established accounts on certain social media sites; included links within the footer on each external outgoing email from the office.
<b>Benefit(s) of Project:</b>	<ul style="list-style-type: none"> <li>• Allows for taxpayers and interested parties to receive updated information about the office via social media.</li> </ul>

# TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2015

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

# TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2015

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

# TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2015

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 - PIN Research/PIN Payment Summaries
55. New System - Post-Penalty Envelopes Imaging
56. New System - Real-Time TPA System (RTS)
57. New System - Reconciliation Database
58. New System - Refund Check Search Engine Added to CCT Intranet
59. New System - Refund - Automatically Refund Overpayments as a result of Assessment Reduction
60. New System - Refund - Worked with MIS to Record Certain Type of Refunds on County Mainframe - Specific Objections and PTAB Decisions
61. New System - Returned Mail Imaging System
62. New System - Sale-In-Error
63. New System - Security Monitoring (cameras)
64. New System - Senior Deferral Payment Transmission
65. New System - Special Assessments
66. New System - STOPS (to prevent duplicate and overpayments by ensuring that only the legally responsible party submits payment)
67. New System - Swipe Card Time System

# TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2015

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



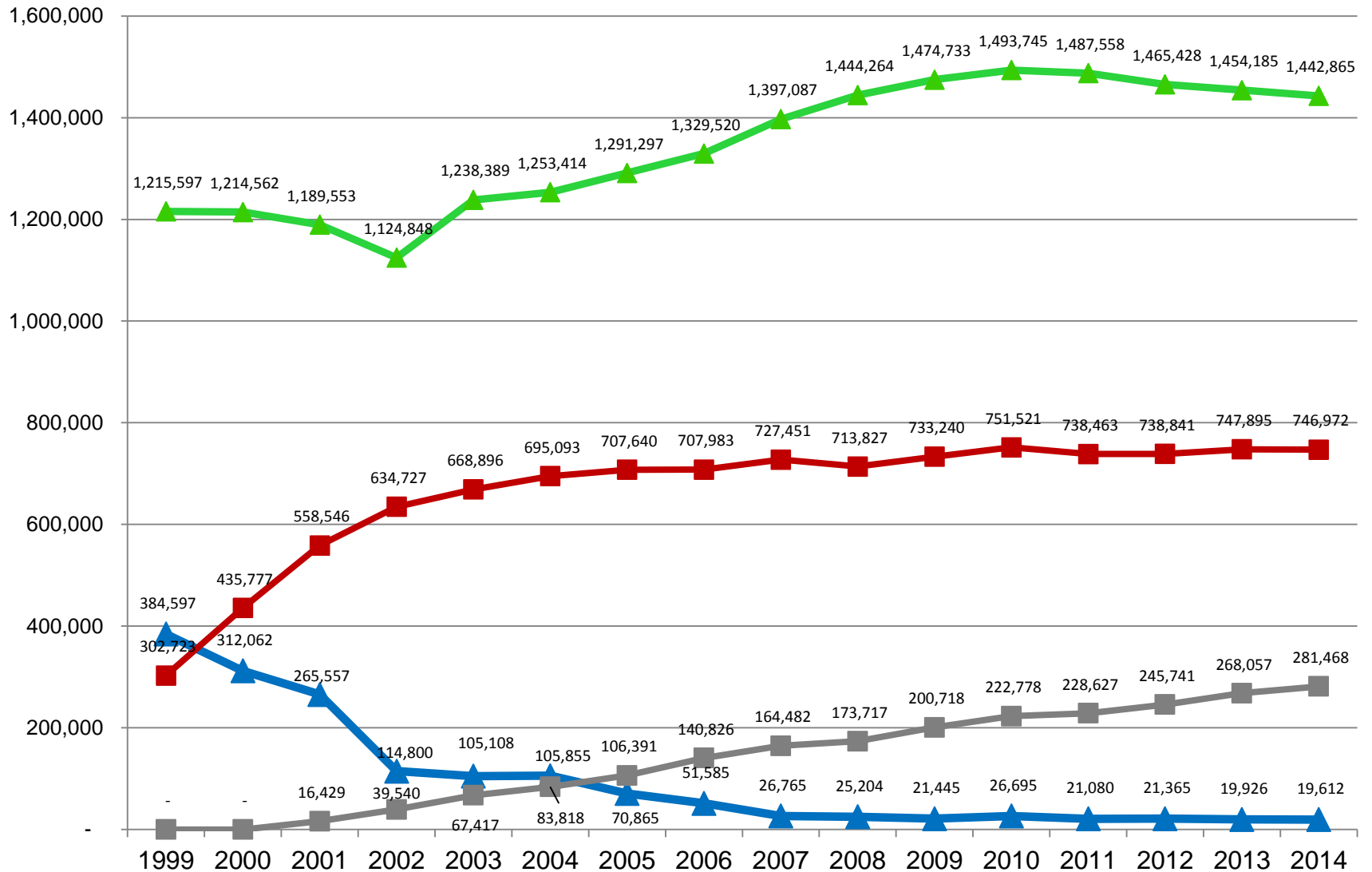
# TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2015

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

# APPENDIX



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



# LOCKBOX PAYMENTS

Since 1999, more than 9.6 million on-time payments have been processed by the Lockbox facility. The implementation of the Lockbox eliminated the need for Treasurer's Office staff to handle mail payments manually.

Tax Year	Quantity
2014*	483,973
2013	493,316
2012	495,577
2011	504,629
2010	481,173
2009	527,264
2008	493,194
2007	583,267
2006	640,139
2005	652,493
2004	704,773
2003	736,396
2002	855,683
2001	788,621
2000	752,702
1999	624,703
<b>Total</b>	<b>9,817,903</b>

\*On-Time Payment statistics are through August 3, 2015 (the Second Installment Due Date).

# BANK BRANCH PAYMENTS

Nearly 12 million payments have been made at branch locations. Chase Bank currently collects Cook County property tax payments at nearly 400 locations throughout Illinois.

Tax Year	On-Time Payments	Late Payments	Total Payments
2014*	476,765	92,677	809,649
2013	747,895	92,575	840,470
2012	738,841	96,680	835,521
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
<b>Total</b>	<b>10,726,796</b>	<b>1,154,573</b>	<b>11,881,369</b>

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

\*Through October 1, 2015.  
Payments may include prior tax years.

# COMMUNITY BANK BRANCH PAYMENTS

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

Tax Year-Installment	# of Community Bank Branches	# of Payments
2014-2*	194	2,962
2014-1	196	2,487
2013-2	208	3,561
2013-1	208	3,549
2012-2	194	3,595
2012-1	194	3,545
2011-2	209	3,620
2011-1	208	3,371
2010-2	209	3,352
2010-1	209	3,870
2009-2	216	3,447
2009-1	226	3,396
2008-2	223	3,241
2008-1	222	2,843
2007-2	220	2,686
2007-1	217	2,925
2006-2	216	2,489
2006-1	216	2,853
2005-2	214	2,722
2005-1	211	2,785
2004-2	213	2,372
2004-1	215	2,422
2003-2	219	2,168
2003-1	135	1,912
<b>Total</b>		<b>72,173</b>

\*Through October 1, 2015.

# IN-PERSON PAYMENTS

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

Tax Year	Quantity
2014* (payable in calendar year 2015)	19,612
2013	19,926
2012	21,365
2011	21,080
2010	26,695
2009	21,445
2008	25,204
2007	26,765
2006	51,585
2005	70,865
2004	105,855
2003	105,108
2002	114,800
2001	265,557
2000	312,062
1999	384,597
<b>Total</b>	<b>1,592,521</b>

\*On-Time Payment statistics are through August 3, 2015 (the Second Installment Tax Due Date).

# THIRD-PARTY AGENT (TPA) – WIRE PAYMENTS

Banks, mortgage companies and title companies utilize the wire payment method to pay property taxes. More than 17.4 million payments totaling more than \$46.2 billion have been made since August 2003.

<b>Tax Year</b>	<b>Quantity</b>	<b>Dollar Amount</b>
2014*	1,446,808	\$ 4,228,145,597
2013	1,458,832	\$ 4,214,041,154
2012	1,469,742	\$ 4,294,860,099
2011	1,491,680	\$ 4,205,521,196
2010	1,496,930	\$ 4,245,980,447
2009	1,478,790	\$ 4,092,128,626
2008	1,451,042	\$ 3,947,466,410
2007	1,403,129	\$ 3,731,088,684
2006	1,349,619	\$ 3,459,730,206
2005	1,291,410	\$ 3,106,617,529
2004	1,253,555	\$ 2,873,612,587
2003	1,238,729	\$ 2,621,405,164
2002	587,796	\$ 1,209,770,282
<b>Total</b>	<b>17,418,062</b>	<b>\$ 46,230,367,981</b>

\*Through October 1, 2015.



## THIRD-PARTY AGENT (TPA) – ACH PAYMENTS

Banks, mortgage companies and title companies also utilize an ACH method to pay property taxes. More than 637,000 payments totaling more than \$2.3 billion have been made since 2006

<b>Tax Year</b>	<b>Quantity</b>	<b>Dollar Amount</b>
2014*	60,552	\$ 296,570,753
2013	70,195	\$ 331,899,450
2012	84,071	\$ 356,061,761
2011	81,184	\$ 343,046,357
2010	76,612	\$ 279,687,650
2009	82,904	\$ 265,681,436
2008	87,699	\$ 232,692,641
2007	70,455	\$ 167,931,735
2006	24,182	\$ 55,091,532
<b>Total</b>	<b>637,854</b>	<b>\$ 2,328,663,314</b>

\*Through October 1, 2015.

# ONLINE TAX PAYMENTS

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

Tax Year	Quantity of Online Payments	% Increase over the previous tax year
2014*	341,462	
2013	381,433	8.0%
2012	353,035	4.0%
2011	339,438	5.2%
2010	322,734	9.2%
2009	295,638	8.3%
2008	273,083	13.3%
2007	240,931	16.9%
2006	206,067	33.0%
2005	154,950	60.8%
2004	96,362	42.1%
2003	67,828	70.4%
2002	39,794	137.7%
2001	16,738	
<b>Total</b>	<b>3,129,593</b>	

\*Through October 1, 2015 (please note taxpayers may continue to pay 2014 taxes online).

# CREDIT CARD PAYMENTS

The Treasurer's Office began collecting credit card payments for on-time payments In July 2012. Nearly 56,000 credit card payments have been made to date.

Tax Year	Quantity	Dollar Amount
2014*	12,149	\$ 26,723,061
2013	15,920	\$ 34,911,745
2012	13,802	\$ 29,732,837
2011	7,668	\$ 15,360,212
<b>Total</b>	<b>55,794</b>	<b>\$ 120,483,439</b>

\*On-Time Payment statistics are through August 3, 2015 (the Second Installment Tax Due Date).

# SUBSEQUENT TAX ELECTRONIC PAYMENT SYSTEM (STEPS)

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

<b>Tax Year</b>	<b>Quantity</b>	<b>Dollar Amount</b>
2014*	22,245	\$ 50,803,620
2013	40,584	\$ 99,123,888
2012	39,298	\$ 95,799,877
2011	46,068	\$ 124,413,038
2010	46,589	\$ 132,676,578
2009	44,977	\$ 136,854,229
2008	42,528	\$ 118,181,052
2007	45,984	\$ 106,138,464
2006	14,617	\$ 29,455,268
<b>Total</b>	<b>342,890</b>	<b>\$ 893,446,014</b>

\*Through October 1, 2015.

# WEBSITE – VISITORS

More than 44.5 million visitors have navigated to [cookcountytreasurer.com](http://cookcountytreasurer.com) since 2004.

Fiscal Year	Quantity
2015*	3,571,745
2014	3,051,125
2013	3,766,049
2012	4,367,537
2011	4,081,384
2010	3,776,292
2009	3,390,660
2008	3,412,301
2007	4,832,303
2006	3,678,393
2005	3,904,819
2004	2,738,366
<b>Total</b>	<b>44,570,974</b>

\*Through October 1, 2015.

# WEBSITE – PAGE VISITS

In FY2015, cookcountytreasurer.com has been visited more than 3.5 million times. Comprehensive statistics appear below.

General Statistics	December	January	February	March	April	May	June	July	August	September	YTD*
Number of Visits	200,142	285,441	497,057	505,316	349,647	285,473	307,123	307,525	334,191	263,054	3,571,745
Average Visit Length (Minutes)	3.42	2.51	1.92	1.84	1.94	1.99	2.25	2.31	2.33	2.50	2.11
Visitors that visited more than once	33,275	51,634	82,813	75,956	63,535	51,041	50,694	46,017	65,616	58,698	618,314
First time visitors	79,904	124,776	194,728	195,293	121,974	97,322	110,935	137,328	138,026	81,500	1,374,925
Visited Pages	December	January	February	March	April	May	June	July	August	September	YTD*
Payment Status Results	95,584	138,816	255,555	252,943	167,928	121,309	140,636	286,605	190,720	126,278	1,776,374
Payment Status Search	118,580	177,200	304,439	305,966	196,095	143,041	167,436	326,311	217,690	146,933	2,103,691
Locate Your PIN	4,091	6,769	10,522	13,103	9,069	5,642	6,509	11,338	8,296	6,964	82,303
Scavenger Tax Sale	756	1,264	1,303	1,525	1,288	1,360	1,442	1,447	1,276	1,109	12,770
Refund Search	3,418	4,061	3,739	3,714	2,765	2,179	2,489	4,959	4,199	3,281	34,804
Payment Index Page	1,678	3,301	4,119	4,082	2,490	1,759	1,763	561	368	247	20,368
Name/Address Change	4,720	8,925	17,531	12,012	7,620	5,937	6,613	17,460	9,760	6,199	96,777
Contact Us Form	472	606	643	719	400	252	308	736	609	400	5,145
Contact Us Information	3,169	2,931	1,029	708	336	319	338	634	332	288	10,084
Get Copy of Bill	5,491	11,539	20,577	16,502	11,514	7,713	9,503	17,506	9,112	7,212	116,669
If Taxes Were Sold	1,472	2,179	2,543	2,668	2,011	1,662	1,891	2,424	2,289	1,868	21,007
Name/Address Change Application	4,720	8,925	17,531	12,012	7,620	5,937	6,613	17,460	9,760	6,199	96,777
Annual Tax Sale Information	766	1,229	1,185	1,546	1,188	1,199	442	329	806	789	9,479
Tax Bill Schedule	1,722	6,071	2,302	2,552	2,072	2,448	5,341	2,466	1,520	1,333	27,827
Homeowner Exemption Information	1,915	4,822	5,414	4,346	2,794	2,670	2,670	6,656	3,022	2,234	36,543
Apply for Refund Information	940	1,512	1,992	1,770	1,323	1,010	1,045	3,035	1897	1450	15,974
Research A Topic	2,008	2,731	1,765	1,753	1,245	812	1,330	9,078	4,199	1,911	26,832
News Article View	306	612	410	399	345	175	253	757	298	229	3,784
TPA Home Site	1,415	1,420	3,737	3,139	2,894	3,420	6,213	5,164	2,444	2,039	31,885
Community Bank Home (Teller View)	138	319	867	788	284	250	315	840	426	228	4,455
Tax Sale List	20	23	14	7	11	11	1,038	1,288	570	61	3,043
Exemption Results	16	25	15	733	7,431	7,186	7,120	10,449	6,231	5,163	44,369
PIN Summary	96,848	152,796	276,773	276,991	179,021	130,722	152,595	302,969	203,974	135,125	1,907,814
Estate Search	641	1,179	1,359	1,338	1,047	829	904	806	638	493	9,234
Sign up for email notification	0	4,253	8,674	3,807	1,637	1,102	1,369	9,494	3,349	1,233	34,918
Visited Pages	December	January	February	March	April	May	June	July	August	September	YTD*
Completed Refunds Searches	3,241	4,238	4,089	3,689	2,114	1,721	2,071	3,548	2,878	2,516	30,105
DDO Search by PIN	2,262	2,470	2,581	3,905	2,366	1,525	2,362	4,988	2,287	2,008	26,754
DDO Search by Taxing District	773	687	639	823	529	459	473	590	554	398	5,925
Completed Uncashed Check Searches	187	256	377	323	354	356	266	437	773	552	3,881

\*Through September 30, 2015.

# CRM (EMAIL SYSTEM)

Taxpayers access the Treasurer's Office email system by using the form located at [cookcountytreasurer.com](http://cookcountytreasurer.com).

Calendar Year	Quantity
2015*	2,750
2014	4,372
2013	4,731
2012	6,686
2011	7,471
2010	9,658
2009	14,951
2008	16,093
2007	13,145
2006	11,681
2005	13,706
2004	15,430
2003 (Began May 2003)	7,681
<b>Total</b>	<b>128,355</b>

\*Through October 1, 2015.

# ELECTRONIC DUPLICATE TAX BILL REQUEST SYSTEM

Taxpayers have ordered almost 130,000 property tax bills from the web. The process put in place eliminates the need for taxpayers to come into the office to request a duplicate.

Calendar Year	Quantity
2015*	30,075
2014	25,437
2013	22,096
2012	18,496
2011	15,476
2010	15,173
2009	3,184
<b>Total</b>	<b>129,937</b>

\*Through October 1, 2015.



# CUSTOMER SERVICE – CALL CENTER

In FY2015, the Treasurer's Customer Service Call Center has handled more than **47,000** inquiries. All new Automated Phone System was installed in June 2015.

Call Topic	Percentage of All Calls	Year-to-Date Total*
Duplicate Bill (copy/ proof)	8.9%	6,896
Payment Instructions (incl. Hardship; partial payments)	13.0%	6,113
Payment Status 1 (paid, open, why \$0, NSF, prepay)	13.6%	8,750
Payment Status 2 (Caller referred to Web/Phone)	7.7%	3,359
On-Line Payments (paid, rejected, cancel payment, etc.)	5.9%	2,236
Name Change	6.5%	3,138
Tax Sale Date (Annual, Scavenger)	3.6%	1,302
Lost Checks (CCTO, Chase, Cancel/Re-issues, Currency Exchange)	1.2%	279
Penalty Waiver Request	0.0%	505
Transfer Information	0.6%	521
STOPS	2.4%	167
Refund Info (Do I have a refund/How to apply)	5.9%	3,074
Refund Info (Where is My Check?)	13.6%	2,302
Due Date and/or Amt.	1.2%	1,469
Senior Deferral Info (how to apply, am I in, take me out, etc.)	0.0%	567
Mortgage Increased - Bank or Mortgage Company Directed to CCTO	0.0%	112
Chase Questions	0.0%	175
<b>Other Offices Questions (asked of Treasurer's Office Staff)</b>		
Assessment (bill too high)	1.2%	392
Exemption(s) not received	1.2%	1,597
Other Assessor Issues (property location, Certificate of Error, PIN)	6.5%	1,781
Clerk - Sold & Prior Year Taxes	4.7%	1,220
Recorder of Deeds	0.6%	495
Other	1.8%	1,041
<b>Total Calls Answered</b>	<b>100%</b>	<b>47,491</b>

\*Through October 1, 2015.

# AUTOMATED TAX SALE

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

Tax Year (Year Sale Held)	PINs Published/Sent Certified Notice	PINs Offered	PINs Sold
2013 (2015)	75,668	53,553	16,773
2012 (2014)	69,288	50,036	15,757
2011 (2013)	73,418	51,289	16,442
2010 (2012)	78,418	49,462	16,419
2009 (2011)	69,484	37,827	20,814
2008 (2010)	57,181	33,114	21,399
2007 (2009)	62,728	29,787	23,848
2006 (2008)	53,347	26,846	24,860
<b>Total</b>	<b>539,532</b>	<b>331,914</b>	<b>156,312</b>

# AUTOMATED NAME CHANGES

The Treasurer's Office has electronically received almost 750,000 name changes since July 2005 as a result of the collaboration with the Recorder of Deeds.

Calendar Year	Quantity
2015*	46,642
2014	68,772
2013	95,222
2012	50,913
2011	43,094
2010	43,184
2009	54,064
2008	67,361
2007	100,605
2006	124,149
2005 (began July 25, 2005)	55,851
<b>Total</b>	<b>749,857</b>

\*Through October 1, 2015.

# STOP TAXPAYER OVER-PAYMENT SYSTEM (STOPS)

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

Since November 2010, nearly 59,000 duplicate payment attempts have been stopped in the amount of more than \$243 million.

<b>Tax Year/Installment</b>	<b>Quantity</b>	<b>Dollar Amount</b>
2014-2*	5,343	\$ 28,152,000
2014-1	4,852	\$ 17,228,425
2013-2	4,640	\$ 17,629,644
2013-1	2,398	\$ 12,996,542
2012-2	6,920	\$ 25,920,731
2012-1	6,203	\$ 29,019,746
2011-2	3,837	\$ 22,466,975
2011-1	3,104	\$ 10,470,245
2010-2	6,029	\$ 24,956,274
2010-1	5,990	\$ 26,584,904
2009-2	9,430	\$ 28,024,221
<b>Total</b>	<b>58,746</b>	<b>\$ 243,449,707</b>

\*Through October 1, 2015