



COOK COUNTY TREASURER
MARIA PAPPAS

STATE OF THE OFFICE 2017

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BACKGROUND





October 21, 2016

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

Dear President Preckwinkle:

It is with great pleasure that I submit to you the Fiscal Year 2017 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. My 2017 Budget marks the 16th consecutive year that I have met or exceeded the proposed target. In 2017, and going forward, I will be assuming the costs of Fringe Benefits and Microsoft Licensing on my corporate account, which historically has been covered by the County. With that said, I will be absorbing approximately \$209K annually on my corporate account for these fixed costs.

With my ongoing efforts of technological improvements, the Treasurer's Office continues to reduce the corporate budget and headcount without compromising service. In fact, we will improve our service – 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 ERP System Implementation
- County Integrated Property Tax System Implementation
- Comprehensive Imaging and Document Scanning Project
- Electronic Billing to Taxpayers


As it relates to the particulars of the FY2017 budget for the Treasurer's Office, the following are this year's highlights:

- We were asked to meet a budgetary target of \$1,096,199 for Fiscal Year 2017 and less the \$209K increase in additional costs from Fringes and Licensing, we exceeded the reduction target.
 - Our FY2017 request was set at \$1,086,938 (4.56% Reduction).
- Our FY2017 headcount is 88.5, which is a 64.6 percent reduction from 1998 when the office had 250 employees.
- If the office maintained a staff of 250 employees as it had in 1998, the budget for the office would be an estimated \$40 million.

I am proud to recommend the adoption of the FY2017 budget for the Treasurer's Office.

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Maria". The signature is fluid and cursive, with the first letter "M" being particularly large and stylized.

Maria Pappas
Cook County Treasurer

BACKGROUND

The Office had 250 employees in FY1998.

If the office maintained its staff of 250, the FY2017 budget would be **\$40 million**.

Instead, the office has 88.5 positions and a budget of **\$12.9 million** in FY2017. Only \$1.2 million comes from taxpayer revenues while \$11.7 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.

Additionally, the office had revenue of **\$37.6 million** in revenue in 1998; in 2015, it had **\$90.7 million**.

\$40million

would be the budget with 1998's employment

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

WOULD HAVE BEEN:

\$40 million

Instead, the office has 88.5 positions and the FY2017 budget **IS:**

\$12.9 million

BACKGROUND

The biggest portion of the Treasurer's Office FY2017 budget comes from personnel costs – salaries and fringe benefits, such as health, vision, dental and life insurance.

These personnel costs comprised **73% of the FY2017 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.



73%

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 FY2017 (after COLAs)	Increase (from FY1998)	% of Increase (from FY1998)
11	1	\$ 22,599	\$ 48,740	\$ 26,141	116%
12	1	\$ 24,215	\$ 52,223	\$ 28,008	116%
13	1	\$ 25,950	\$ 56,093	\$ 30,143	116%
14	1	\$ 27,869	\$ 60,245	\$ 32,376	116%
15	1	\$ 30,020	\$ 64,792	\$ 34,772	116%
16	1	\$ 32,240	\$ 69,222	\$ 36,982	115%
17*	1	\$ 34,611	\$ 75,675	\$ 41,064	119%
18*	1	\$ 37,092	\$ 81,149	\$ 44,057	119%
19*	1	\$ 40,701	\$ 88,330	\$ 47,629	117%
20*	1	\$ 44,711	\$ 96,629	\$ 51,918	116%
21*	1	\$ 49,158	\$ 106,230	\$ 57,072	116%
22*	1	\$ 53,963	\$ 116,786	\$ 62,823	116%
23*	1	\$ 56,609	\$ 122,148	\$ 65,539	116%

*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 December 1, 2016*	2.25%	
FY2017 December 1, 2016**	1.5%	
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 \$7.5 million in FY2017. Instead, the benefits in the budget for FY2017 is \$2.3 million, of which \$2.1 million is paid out of the Treasurer's Automation Budget.

Benefit	FY1998 Average Cost Per Employee	FY2017 Average Cost Per Employee	Increase (\$)	Increase (%)
Medicare	\$290	\$1,555	\$1,264	535%
Pension	\$3,977	\$12,158	\$8,182	306%
Life Insurance	\$127	\$149	\$21	117%
Health/Pharmacy Insurance	\$3,352	\$15,586	\$12,234	465%
Dental Insurance	\$119	\$454	\$335	383%
Vision Insurance	\$91	\$119	\$28	131%
Total	\$7,955	\$30,020	\$22,065	377%

\$7.5 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 88.5 in FY2017, a reduction of **64.6 percent**.

FY1998 – 250 POSITIONS



FY2017 – 88.5 POSITIONS



AUTOMATION PROJECTS

The background of the slide is a solid blue color. Overlaid on this background are two large, stylized gears. The gear on the left is a darker shade of blue and is partially obscured by the text. The gear on the right is a lighter shade of blue and is positioned to the right of the first gear. The gears are interlocking, with their teeth meshing together. The overall design is clean and modern, with a focus on the theme of automation.

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.

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)

2017

NINE PAYMENT METHODS:

- Mail to Lockbox
- In-Person at Chase (Nearly 400 Locations)
- In-Person at Community Banks (178 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, nearly **10.3 million** payments have been processed by lockbox.

10.3million

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 13 million payments have been accepted at bank branches since calendar year 1999.

13million

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).

178 banking locations throughout Cook County accept property tax payments.

Nearly 79,000 payments have been accepted at these locations since 2004.



For more information, see Appendix 4.

79,000

payments at community banks

AUTOMATION PROJECTS – PAYMENTS

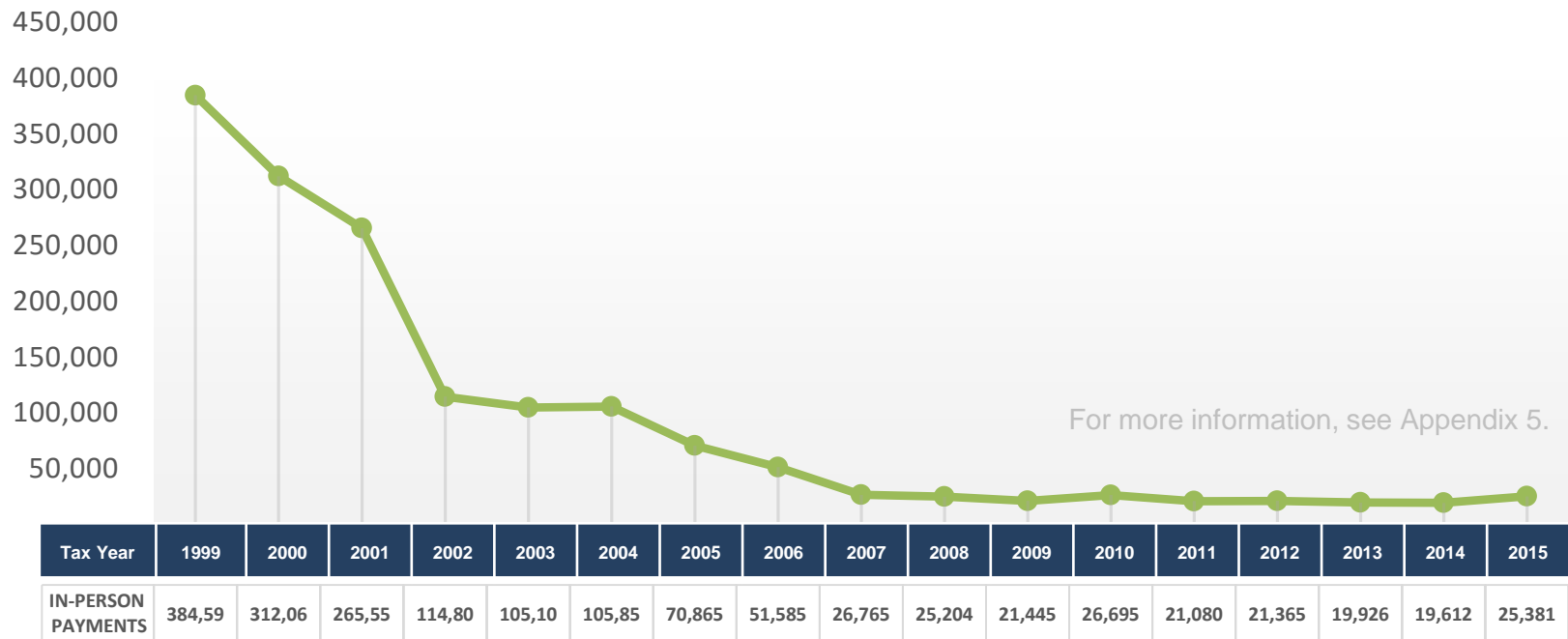
In-Person Payments

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

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

For the most recent Tax Year 2015, in-person, on-time payments were **down to 25,000** at our Clark Street location – just 1.0% of more than 3 million total on-time payments.

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



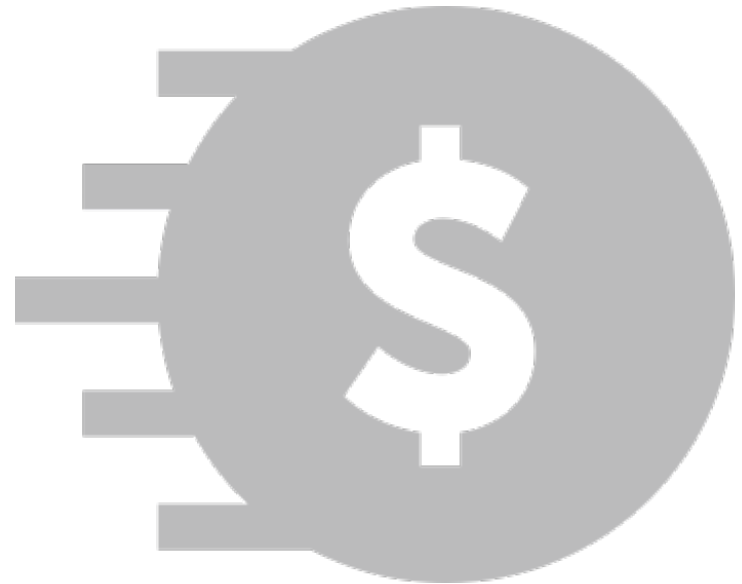
AUTOMATION PROJECTS – PAYMENTS

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 **18.9 million** payments (**\$50.7 billion**) since August 2003.



For more information, see Appendix 6.

18.9million
commercial user wire payments

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 **702,000** payments (nearly **\$2.7 billion**) since 2007.



For more information, see Appendix 7.

702,000

commercial user ACH direct debit payments

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 **3.6 million** online payments have been made since 2002.



For more information, see Appendix 8.

3.6million
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.

In August 2016, the office initiated a pilot program for taxpayers to make delinquent payments through the system.

A total of **78,000** credit card payments have been made totaling nearly \$174 million.



For more information, see Appendix 9.

78,000

credit card payments

AUTOMATION PROJECTS – PAYMENTS

Subsequent Tax Electronic Payment System (STEPS)

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

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

Since 2007, there have been more than **403,000** (more than **\$1 billion**) subsequent tax payments.

403,000

subsequent taxes paid online by tax buyers



For more information, see Appendix 10.

AUTOMATION PROJECTS

Systems



DOCUMENT IMAGING PROJECT

PAPERLESS CUSTOMER SERVICE SYSTEM

In 2016, the Treasurer's Office implemented the first phase of a Paperless Customer Service System.

The complete system provides:

- Scanning, imaging, and storing of electronic documents, files and data. As a result, the office significantly reduces the need to retain hard-copy paper documents.
- Tracking of documents by property index number (PIN) for quick access to information by Treasurer's Office employees for providing seamless customer services.
- Notification- All requested information is emailed to the taxpayer.


DOCUMENT IMAGING PROJECT

General*

Cancel/Stop Payment

Notes/Documents

Case Type: Cancel/Reissue

**CUSTOMER SERVICE SYSTEM**

Case Information

Case Number	Date Created	Received*
50092	9/8/2016	Call Center
Case Status	Assigned To	Date Closed
Open	AGUILARY	
Entered By*		

PIN Information

PIN	Tax Year	Installment	Property Volume
25-01	2014	2nd	280
Property House	Property Direction	Property Street	Property Suffix
	E	92ND	ST
Property City	Property State	Property Zip	Property Town
CHICAGO	IL	60617	HYDE PARK

Related PINs

Related PIN 1	Related PIN 2	Related PIN 3	Related PIN 4

Taxpayer Information

Name			
Address			
E 92ND ST			
City	State	Zip	
CHICAGO	IL	60617	
Email	Phone		

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 nearly **49.1 million** times, and averages **400,000 visits each month**.

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



49.1 million
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 312.603.5656. 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 19, 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 عَرَبِيَّةٌ اَلْعَرَبِيَّةُ 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.

Since February 1, 2016, there have been **354,982** visits from mobile users, including:

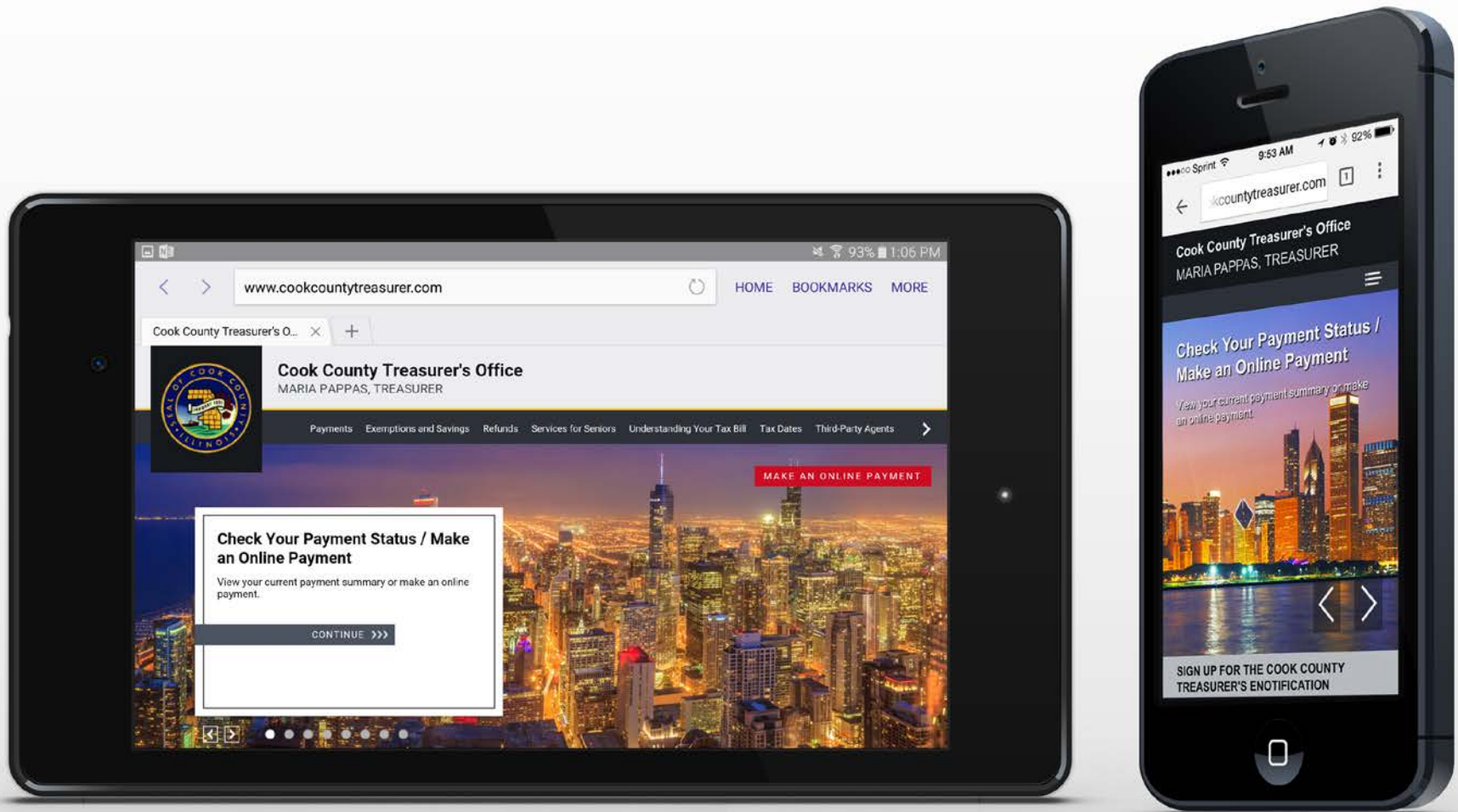
- iPhone/iPad 250,147
- Android 85,863
- Other 18,972



354,982

mobile device visitors to cookcountytreasurer.com

MOBILE WEBSITE (cookcountytreasurer.com)



WEBSITE FOREIGN LANGUAGE CONTENT

The Treasurer's Office installed a new feature on the website. Property owners may now navigate to cookcountytreasurer.com and access the content in **103 different languages**.

The Treasurer's Office implemented translation services directly into the programming code. With a simple click of a button, the site's content will be translated into the desired language.

Afrikaans	Hawaiian	Pashto
Albanian	Hebrew	Persian
Amharic	Hindi	Polish
Arabic	Hmong	Portuguese
Armenian	Hungarian	Punjabi
Azerbaijani	Icelandic	Romanian
Basque	Igbo	Russian
Belarusian	Indonesian	Samoa
Bengali	Irish	Scots Gaelic
Bosnian	Italian	Serbian
Bulgarian	Japanese	Sesotho
Catalan	Javanese	Shona
Cebuano	Kannada	Sindhi
Chichewa	Kazakh	Sinhala
Chinese	Khmer	Slovak
Corsican	Korean	Slovenian
Croatian	Kurdish (Kurmanji)	Somali
Czech	Kyrgyz	Spanish
Danish	Lao	Sundanese
Dutch	Latin	Swahili
English	Latvian	Swedish
Esperanto	Lithuanian	Tajik
Estonian	Luxembourgish	Tamil
Filipino	Macedonian	Telugu
Finnish	Malagasy	Thai
French	Malay	Turkish
Frisian	Malayalam	Ukrainian
Galician	Maltese	Urdu
Georgian	Maori	Uzbek
German	Marathi	Vietnamese
Greek	Mongolian	Welsh
Gujarati	Myanmar (Burmese)	Xhosa
Haitian Creole	Nepali	Yiddish
Hausa	Norwegian	Yoruba
		Zulu

103 foreign
languages

available on cookcountytreasurer.com

WEBSITE FOREIGN LANGUAGE CONTENT



Cook County Treasurer Büro
MARIA PAPPAS, TREASURER

Zahlungen Ausnahmen und Einsparungen Rückerstattungen Dienstleistungen für Senioren Verstehen Ihre Steuerrechnung Steuer Daten >

Machen Sie eine Online Zahlung

Ändern Sie Ihren Namen oder Adresse

Wenn Sie ein Haus kaufen oder zu verkaufen, muss der neue Eigentümer ein Name / Adresse ändern Bewerbung einreichen. Verwenden Sie die gleiche Form eines Namens oder einer Änderung der Rechnungsadresse zu machen.

FORTSETZEN >>>



Finde heraus, ob Ihr Eigentum **STEUERN** verkauft wurden

KLICKEN SIE HIER, LANDKREISAUFZEICHNUNGEN ZU SUCHEN.

VIDEO: Hinweise für \$ 449,5 Millionen in unbezahlte Steuern Sent an Eigentümer von mehr als 136.000 Eigenschaften über Cook County, Pappas sagt



MELDEN SIE SICH FÜR DEN COOK COUNTY TREASURER E-MAIL BENACHRICHTIGUNG PROGRAMM. SIE WERDEN VON WICHTIGEN DATEN UND DIE GRUNDSTEUER INFORMATIONEN MITGETEILT WERDEN.

WICHTIGE DATEN

Das Fälligkeitsdatum für das Steuerjahr 2016 erste Rate wird am Mittwoch, 1. März 2017 sein 2017. Steuerjahr 2016 erste Rate Steuerbescheide für die Steuerzahler bis zum 31. Januar, gemailt werden.

Sie können Steuerjahr 2015 Delinquent Steuern zahlen [Online](#) , an einem der fast 400 Chase Bank Standorten in Illinois, oder durch [E-Mail](#) .

Für Informationen über Steuerjahr 2015 Delinquent Steuern [hier klicken](#) .

Steuerzahler , die Informationen darüber , ob ihr an der Steuer - Verkauf und Informationen Steuerjahr 2014 der Grundsteuer auf verkauft möchten , wie ihre Steuern zu erlösen muss der Kontakt [Cook County Clerk Büro](#) oder der Geschäftsstelle bei 312.603.5656 anrufen. 118 Nord Clark Street, Zimmer 434, Chicago, IL 60602. Die Geschäftsstelle befindet sich unter .

WEBSITE INFORMATIONAL BROCHURES

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

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


The informational brochures have been downloaded **480,339** times (foreign brochures downloaded 402,503 times) since 2006.



402,503

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	اڊولھيا	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 **132,000** emails since 2003.

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



132,000
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 176,000 taxpayers have used the online request system for duplicate property tax bills.

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



176,000

electronic tax bill requests from taxpayers

For more information, see Appendix 14.

ELECTRONIC DUPLICATE TAX BILL REQUEST SYSTEM



Cook County Treasurer's Office
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[Payments](#) [Exemptions and Savings](#) [Refunds](#) [Services for Seniors](#) [Understanding Your Tax Bill](#) [Tax Dates](#) [Third-Party Agents](#) [Forms](#) [➤](#)

Get a Copy of 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 2015



☒ Proof of Payment

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)

* Verify Email Address:

[Submit](#)

[Reset](#)

[Cancel](#)

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, new Tax Research Cases 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 unique PIN records available

PIN RESEARCH (Internal Portal)

Cook County Treasurer's Office

Maria Pappas, Treasurer

OperationsCollectionsRefundsTax SaleInformation TechnologyFinanceLegalHuman ResourcesAdministration

PIN Research (Property Summary)

Property SummaryPIN SummaryRequest a Tax BillImage Searches ▶Advanced Searches ▶Table Searches ▶PIN Lookup

PIN:
26 - 08 - 102 - - ✂️ 📄 📄

SearchReset

Search results for PIN 26-08-102 (ALL TAX YEARS SHOWN)

S EWING AVE CHICAGO IL 60617

PIN Summary

2015 Current Tax (Balance Due)

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 (Balance Due)

2002 Current Tax

2001 Current Tax

2000 Current Tax

1999 Current Tax (Overpayment)

1998 Current Tax

1997 Current Tax

1996 Current Tax

1995 Current Tax

1994 Current Tax

1993 Current Tax

Image Searches

☐ Coupon and Check Images

Tax Year 2012 2

Tax Year 2005 2

Tax Year 2004 2

Tax Year 2003 1

Tax Year 2001 3

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 0

Notes and Taxpayer Inquiries 1

Historical Summary 23

Advanced Tools

Add a New Note or Taxpayer Inquiry

Add a New Tax Research Case

Request a Tax Bill

Cook County GIS Map Viewer

Cook County Property Tax Portal

ELECTRONIC WARRANT BOOK

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

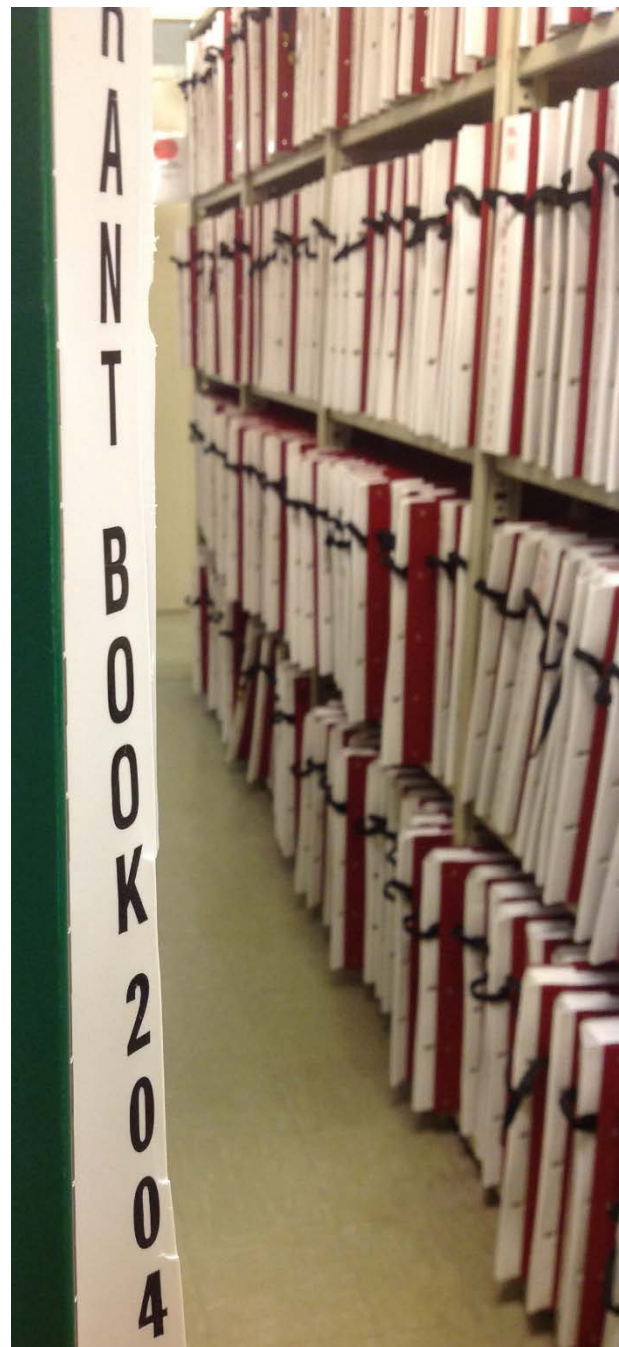
In April 2016, the Treasurer's Office incorporated **4,765,458** individual pages from **12,011** books into the system.

The system eliminates manual posting of records because all future transactions are added electronically. The site will have all 20 years completely electronic in the year 2031.

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:

26 - 08 - - - -

[Search](#)

[Reset](#)

Search results for Property Index Number (PIN) **26-08-**

[Available Tax Types](#)

Warrant Year: **2014** Tax Year: **2014** Tax Type: **Current Tax**

Tax Status: Taxable Parcel
Volume: 298
Classification: 2-11
Tax Rate: 6.825
Tax Code: 70062

Township: Hyde Park

Mailing Address:

S EWING AVE
CHICAGO IL 60617

Property Address:

S EWING AVE
CHICAGO IL 60617

Assessed Valuation: 14,237
Equalized Valuation: 38,800
Total Tax Amount: \$2,648.10

Original Tax Amount: First Installment \$1,427.46 Second Installment \$1,220.64

[Payments](#)

[Certificate of Error Credits](#)

Certificate of Error Credits (data shown below has been updated as of 9/30/2016)

CR/JR Number	Action	Certificate of Error Number	Tax Credit Amount	Statutory Interest Credit Amount	Revised EAV	Adj
012882		0002422	\$477.75	\$0.00	31,800	

<

>

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 172,000 PINs have been sold through the automated sale system since 2008.

Results: Headcount reduction in Tax Sale Department



172,177

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 Collateral Deposit](#)

[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 - 4

Day 1

Started: 06/01/16 08:30 AM CST

Closed: 06/01/16 05:00 PM CST

Total Pin Groups in batch:	10,564	Total Bids:	0
Total PINs Amount Due:	\$49,842,634.61	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: 06/01/16 08:30 AM CST

Closed: 06/01/16 05:00 PM CST

Total Pin Groups in batch:	14,885	Total Bids:	0
Total PINs Amount Due:	\$72,280,773.09	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](#) >

Day 3

Started: 06/08/16 08:30 AM CST

Closed: 06/08/16 05:00 PM CST

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 more than **818,000** name changes since 2005.

Results: Headcount reduction in Name Change Department



818,000

automatic name and address changes

For more information, see Appendix 17.

AUTOMATIC NAME CHANGES

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: 09/24/2016 ▼

Successful Updates:	176
Total Data Errors:	6
Blank Addresses:	0
Incomplete Addresses:	1
Invalid Addresses:	3
Invalid PINs:	2
Exempt PINs:	0
Divided PINs:	0
To Be Divided:	0
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.

More than **65,000 payments (\$272 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



\$272million
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

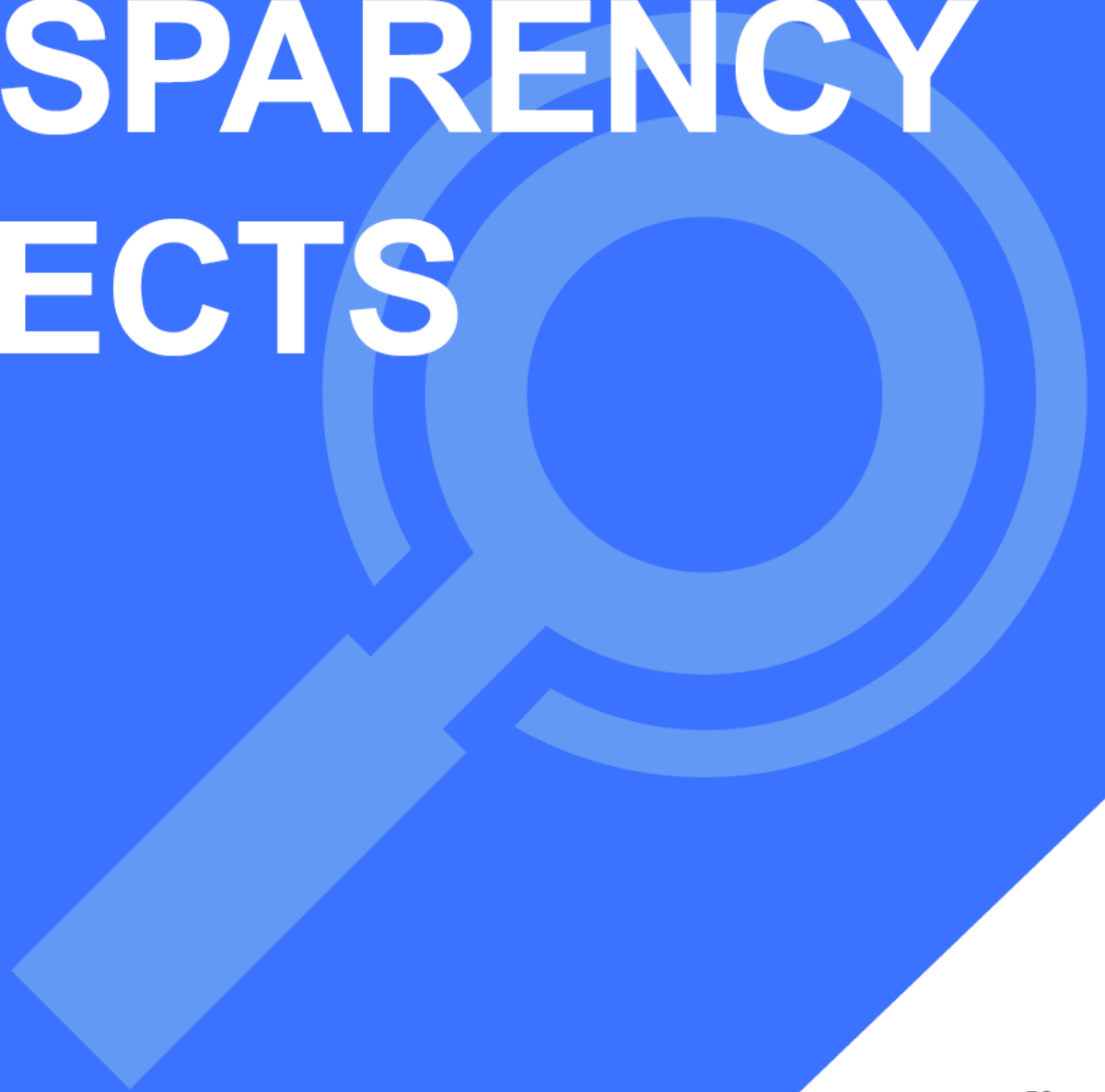
Distribution Date

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 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.

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, including the most recent actuarial reports, and make certain other financial disclosures to the Cook County Treasurer's Office, in electronic format, no more than 30 days after publication. 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)



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 (Search by Taxing District)

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

Interactive Taxing Districts Data Viewer:

- Click on the ☐ icon beside a taxing district name to open an expanded view of the summary financial information.
- Click on the link under Fiscal Year to display and review the taxing district's annual financial report in PDF form.
- Click on the ☐ icon to close the expanded taxing district view.

Please enter a search term:

Search

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

Found 1,356 taxing district records (all records shown).

Taxing District	Fiscal Year	Date Modified
<input type="checkbox"/> Acorn Public Library Dist Oak Forest	2015	11/16/2015 09:18 AM
<input type="checkbox"/> Acorn Public Library Dist Oak Forest	2014	10/20/2014 02:39 PM
<input type="checkbox"/> Addison Crk River Conserv Dist Northlake	2015	09/27/2016 04:24 PM
<input type="checkbox"/> Addison Crk River Conserv Dist Northlake	2013	03/12/2014 03:50 PM
<input type="checkbox"/> Alsip Hazelgreen and Oak Lawn SD 126	2015	09/28/2016 10:43 AM
<input type="checkbox"/> Alsip Hazelgreen and Oak Lawn SD 126	2014	12/15/2014 12:13 PM
<input type="checkbox"/> Alsip Merriquette Park Pub Library Dist	2015	08/15/2016 09:48 AM
<input type="checkbox"/> Alsip Merriquette Park Pub Library Dist	2014	12/03/2014 01:52 PM
<input type="checkbox"/> Alsip Park District	2015	12/16/2015 03:59 PM
<input type="checkbox"/> Alsip Park District	2014	12/03/2014 02:35 PM
<input type="checkbox"/> Arbor Park School Dist 145 (Oak Forest)	2015	09/15/2016 11:16 AM
<input type="checkbox"/> Arbor Park School Dist 145 (Oak Forest)	2014	12/15/2014 05:11 PM
<input type="checkbox"/> Argo Community HS District 217 (Summit)	2015	12/28/2015 02:24 PM
<input type="checkbox"/> Argo Community HS District 217 (Summit)	2014	12/29/2014 02:52 PM
<input type="checkbox"/> Arlington Heights School District 25	2015	09/28/2016 12:18 PM
<input type="checkbox"/> Arlington Heights School District 25	2014	01/05/2015 09:31 AM
<input type="checkbox"/> Arlington Hts Library Fund	2015	08/03/2016 02:49 PM
<input type="checkbox"/> Arlington Hts Library Fund	2014	11/12/2015 09:18 AM
<input type="checkbox"/> Arlington Hts Park Dist	2016	09/23/2016 04:01 PM
<input type="checkbox"/> Arlington Hts Park Dist	2015	11/05/2015 01:06 PM

First Previous 1 2 3 4 5 ... Next Last Go to page: Go

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

The Second Installment Property Tax Bill, since July 2014, 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		2015 First Installment Property Tax Bill						
\$3,041.90		Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
By 03/01/16 (on time)			062	19007	2015	(2016)	LEMONT	2-04
IF PAYING LATE, PLEASE PAY		03/02/16-04/01/16	04/02/16-05/01/16		05/02/16-06/01/16		LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW	
		\$3,087.53	\$3,133.16		\$3,178.79			
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				
South Cook Mosquito Abatement Harvey	\$1,887,987	\$5,441,624	\$1,785,756	67.18%				
Metro Water Reclamation Dist of Chicago	\$2,995,295,000	\$2,556,802,698	\$1,172,632,630	54.14%				
Northwest Homer Fire District Lockport	\$88,369	\$4,461,988	\$1,301,620	70.83%				
Lemont Public Library Dist	\$3,993,152	\$1,427,788	\$430,452	69.85%				
Lemont Park District	\$17,682,287	\$3,026,873	\$1,147,866	62.08%				
Joliet Junior College District 525	\$246,604,017	\$0	\$0	00.00%				
Lemont High School District 210	\$47,861,326	\$13,290,140	\$4,591,718	65.45%				
Lemont-Bromberek Combined SD 113A	\$34,460,833	\$12,166,681	\$2,914,678	76.04%				
Town of Lemont	\$4,123,526	\$1,153,130	\$342,359	70.31%				
Cook County Forest Preserve District	\$297,507,958	\$324,772,385	\$142,217,798	56.21%				
County of Cook	\$8,739,635,491	\$15,615,343,667	\$7,233,899,380	53.67%				
Total	\$12,389,139,946	\$18,537,886,974	\$8,561,264,257					
For a more in-depth look at government finances and how they affect your taxes, visit cookcountytreasurer.com .								

TIF INFORMATION ON TAX BILLS – SECOND INSTALLMENT

TOTAL PAYMENT DUE
\$2,994.02
By 08/01/16 (on time)

2015 Second Installment Property Tax Bill

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

069
20025
2015
(2016)
LEYDEN
2-03

IF PAYING LATE, PLEASE PAY

08/02/16-09/01/16
\$3,038.93
09/02/16-10/01/16
\$3,083.84
10/02/16-11/01/16
\$3,128.75

LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW

TAXING DISTRICT BREAKDOWN

Taxing District	2015 Tax	2015 Rate	2015 %	Pension	2014 Tax
MISCELLANEOUS TAXES					
Metro Water Reclamation Dist of Chicago	173.66	0.426	2.93%	17.93	164.54
Franklin Park Public Library	119.03	0.292	2.01%	3.66	105.61
Franklin Park Park District	278.02	0.682	4.68%	23.64	244.90
Miscellaneous Taxes Total	570.71	1.400	9.62%		515.05
SCHOOL TAXES					
Triton Community College 504 River Grove	143.49	0.352	2.42%	1.63	128.57
Leyden HS District 212 (Franklin Park)	1,414.95	3.471	23.84%		1,270.02
Mannheim School Dist 83 (Franklin Park)	2,395.35	5.876	40.36%	87.23	2,163.12
School Taxes Total	3,953.79	9.699	66.62%		3,561.71
MUNICIPALITY/TOWNSHIP TAXES					
Village of Franklin Park	1,012.19	2.483	17.05%	250.70	909.56
Road & Bridge Leyden	74.60	0.183	1.26%	3.26	66.96
General Assistance Leyden	2.85	0.007	0.05%		2.30
Town of Leyden	54.22	0.133	0.91%		48.60
Municipality/Township Taxes Total	1,143.86	2.806	19.27%		1,027.42
COOK COUNTY TAXES					
Cook County Forest Preserve District	28.13	0.069	0.47%	0.81	26.40
Consolidated Elections	13.86	0.034	0.23%		0.00
County of Cook	117.82	0.289	1.98%	42.39	113.26
Cook County Public Safety	59.92	0.147	1.01%		92.22
Cook County Health Facilities	47.29	0.116	0.80%		11.86
Cook County Taxes Total	267.02	0.655	4.49%		243.74
(Do not pay these totals)	5,935.38	14.560	100.00%		5,347.92

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 **12.5 million** times since April 1, 2012. Thus far in 2016, visitor traffic has averaged **12,081** visitors per day.



Results: Better and easier access to information




12.5million
visitors to the Property Tax Portal

COUNTY PROPERTY TAX PORTAL WEBSITE

Cook County Property Tax Portal



SEARCH



Home

About Us


Forms & Tax Bill Requests


News & Events


Other Programs


Contact Us


FAQs


 Billed Amounts & Tax History


 Pay Online


 Property Description

 Tax Exemptions

 Refund Search

 Documents Deeds & Liens

 Tax Appeals Dates & Deadlines

 Tax Rates

SEARCH BY PIN | SEARCH BY PROPERTY ADDRESS

Property Search

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

SEARCH

CLEAR

Latest News

09/19/2016

TREASURER'S OFFICE


Pappas Urges 15,865 Owners To Pay Back \$56 Million in Sold Taxes to Avoid Losing Homes and Other Property

[Learn More](#)

06/30/2016


TREASURER'S OFFICE

The Property Tax System



1. PROPERTY TAX BASE

The Assessor assesses all real estate located throughout the County and establishes a fair market value for each property.



2. APPEALS

60

COUNTY PROPERTY TAX PORTAL WEBSITE – MOBILE

The Treasurer's Office overhauled the site in 2016 to make it mobile-friendly and added more functionality. The programming code recognizes visitor using the site from a mobile device and automatically modifies the layout and design to fit the device.

From August 10, 2016 to October 3, 2016, there have been **50,077 visits** from mobile users (almost 1,000 per day), including:

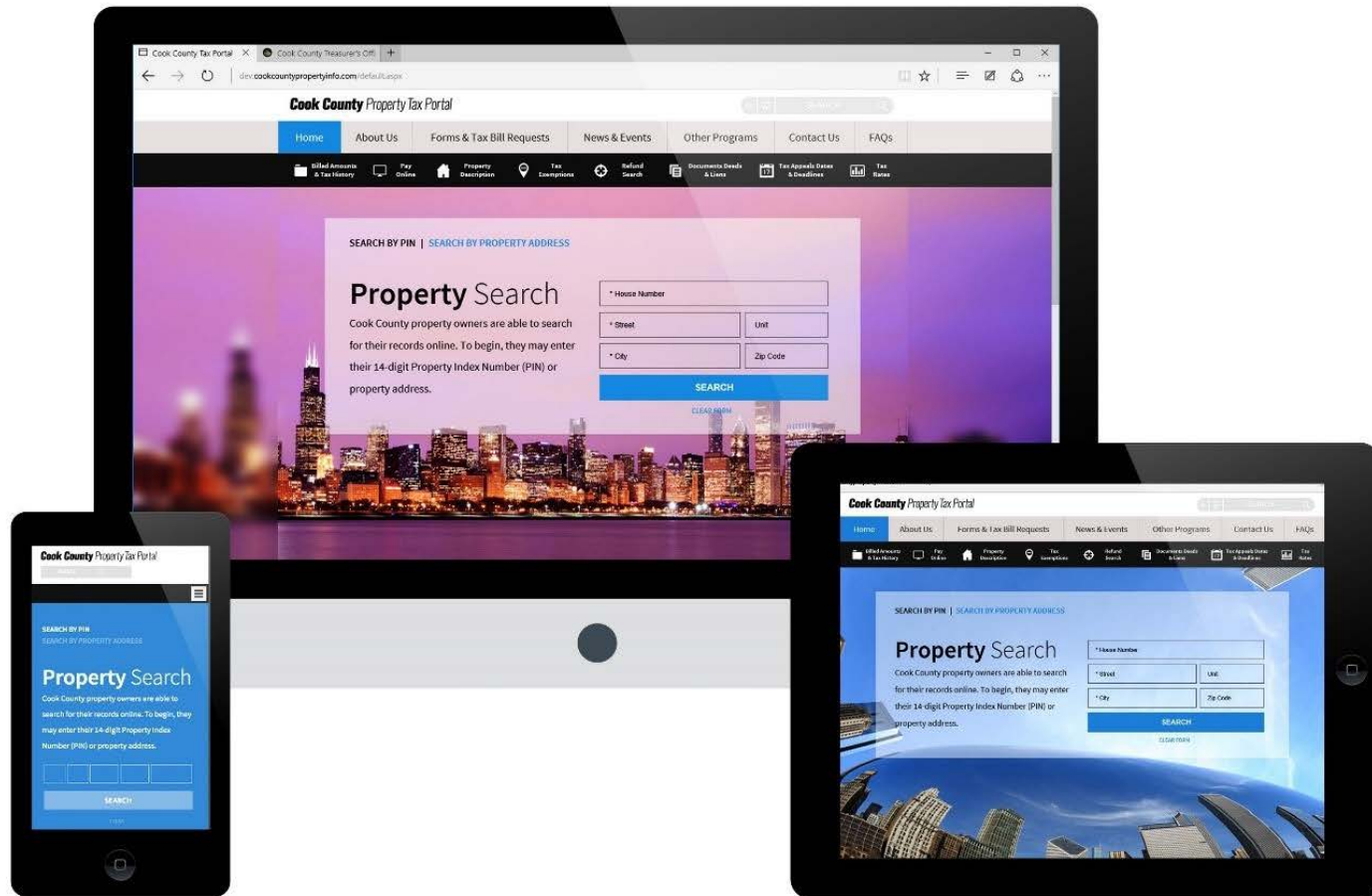
- iPhone 28,023
- Android 12,450
- iPad 9,375
- Other 229



50,077

Visits to the Property Tax Portal from a mobile device

COUNTY PROPERTY TAX PORTAL WEBSITE – MOBILE



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 daily in PDF format.

Results: Transparent information available to public

FREEDOM OF INFORMATION ACT (FOIA) LOG

Cook County Treasurer's Office FOIA Request Log Maria Pappas, Treasurer					Last Updated: 10/4/2016
Request Number	Date Received by CCTO	Requestor	Affiliation	Request	General Category
4360	9/26/2012	Bernedicta Nunez		copy of canceled refund checks number 2831835 & 0061270, PIN 13-35-210-029-0000	refund check
4361	9/26/2012	Joe Haltom	Wells Fargo Home Mortgage	copy of refund check in the amount of \$2036.14, TY 2006, PIN 23-26-109-007-0000	refund check
4362	9/27/2012	Sean Cludy	Armitage Research	PIN summaries for 25-28-209-030-0000 & 25-28-230-025-0000 of TY 2007-2010	payment history
4363	9/26/2012	Natalite Bowen	Rieff Schramm Kanter & Guttman	2007 certificate if error check issued to our client, Steve Herbig, based on reduced assessed value of 85,542, PIN 14-20-118-021-0000, certificate# 106167	refund check
4364	9/26/2012	Natalite Bowen	Rieff Schramm Kanter & Guttman	2008 certificate of error check issued to our client, Steve Herbig, on 9/10/2010, in the amount of \$2970.90, PIN 14-20-118-021-0000, certificate# 67989	refund check
4365	9/26/2012	Natalite Bowen	Rieff Schramm Kanter & Guttman	2006 PTAB refund check issued to our client, Bertrand Chauff, October 2009, PIN 09-35-302-002-0000, PTAB docket# 06-31740.001	refund check
4366	9/27/2012	Daniel McKay Receiver, Inc.	McKay Investment Realty, Inc	any taxes that have been sold or forfeited in the past 10 years for PIN 18-19-403-016-0000	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
 - FY2017 Budget: \$1,295,513

- 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
 - FY2017 Budget: \$11,690,191

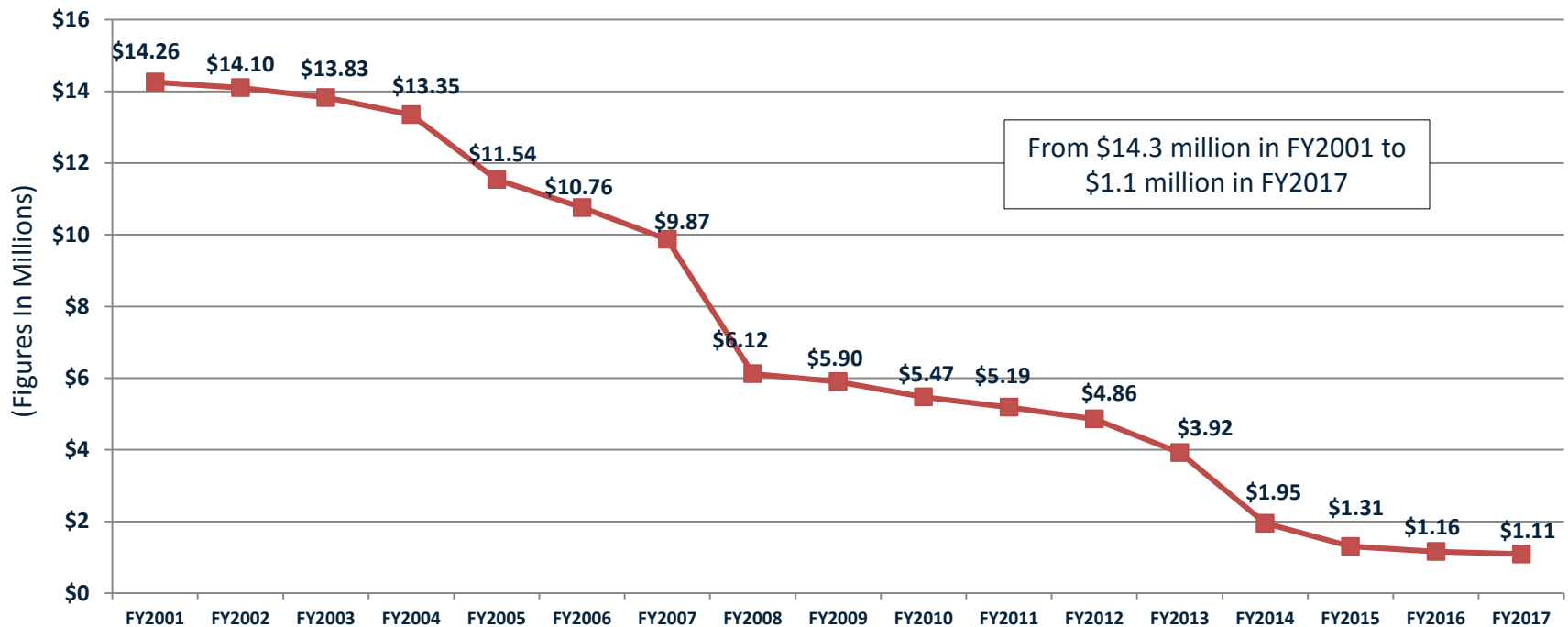
Since FY2008, the Treasurer's Office has continually reduced the 060 Corporate Account by shifting costs to the 534 Automation Account. *Many governmental entities simply raise property taxes instead of creating alternative funding sources and reducing their budgets.*

FY2017 BUDGET HIGHLIGHT 1: Reduce Corporate Budget

FY2017 marks the 16th consecutive year that the request for 060 Corporate Account funding, excluding fringe benefits, has been reduced. The Treasurer's Office achieved a 4.5% cut by reducing the 060 Corporate Account.

- From \$1,137,971 in FY2016 to \$1,086,812 in FY2017

060 Corporate Account Reductions (since FY2001)



NOTE: The 060 budget also includes \$208,700 in fringe benefit and software licensing costs which had been paid by the county in prior years.

FY2017 BUDGET HIGHLIGHT 2: Reduce Headcount

Once again, headcount has gone from 250 positions in FY1998 to 88.5 in FY2017, a reduction of 64.6 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.

FY2017 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 FY2017, the following revenues generated from commercial users to support the Treasurer's Automation account have saved the county \$89.3 million. These commercial user fees continue to support automation efforts:

Revenue Source	Amount	Fiscal Year 2016*
Commercial Payer Duplicate Bill	\$5	\$7,779,289
Electronic Payment Fee	\$1	\$1,547,815
Tax Sale Automation	\$10	\$153,000
Bulk Payment Correction	\$50	\$23,100
TOTAL OF SELF-FUNDED REVENUES		\$9,503,204
*Through September 30, 2016		

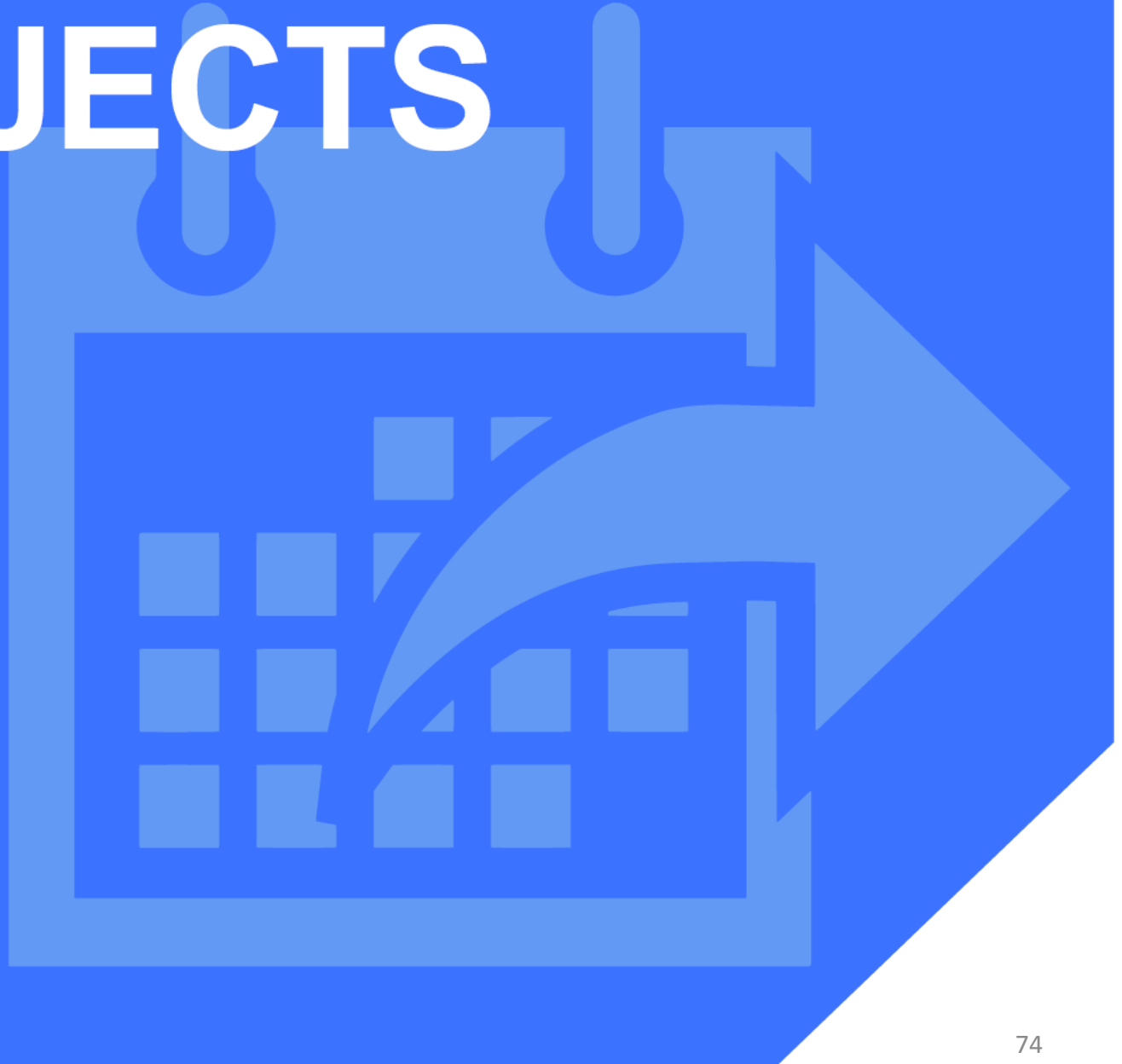
ACCOUNT SUMMARY – 060 Corporate Account

FY2017 Department Account Summary				060
OA/BU	Description	2016 Adjusted	2017 Request	Difference
110/501010	Salaries & Wages of Regular Employees	\$1,012,633	\$957,349	-\$55,284
170/501510	Mandatory Medicare Costs	\$14,835	\$13,886	-\$949
175/501590	Group Life Insurance		\$1,498	\$1,498
176/501610	Group Health Insurance		\$134,669	\$134,669
177/501640	Group Dental Insurance		\$6,389	\$6,389
178/501660	Unemployment Compensation		\$546	\$546
179/501690	Vision Care		\$1,562	\$1,562
181/501715	Group Pharmacy Insurance		\$42,403	\$42,403
185/501810	Prof & Tech Membership Fees	\$2,991	\$3,000	\$9
186/501860	Training Programs for Staff Persnl	\$997	\$1,000	\$3
214/520030	Armored Car Service	\$4,741	\$15,000	\$10,259
220/520150	Communication Services	\$21,877	\$18,076	-\$3,801
242/520550	Surveys, Operations & Reports	\$9,843	\$11,500	\$1,657
250/520730	Premiums on Fidelity, Surety Bonds and Public Liability	\$17,000	\$8,000	-\$9,000
261/520890	Legal Fees Regarding Labor Matters	\$15,962	\$15,000	-\$962
320/530100	Wearing Apparel	\$2,370	\$4,000	\$1,630
353/530640	Books, Periodicals, Publications, Archives and Data Services	\$2,198	\$2,500	\$302
353/530675	County Wide Lexis-Nexis Contract		\$882	\$882
355/530700	Photographic & Reproduction Supplies	\$188	\$200	\$12
388/531650	Computer Operation Supplies	\$281	\$300	\$19
440/540130	Maintenance & Repair of Office Equip	\$10,400	\$10,400	\$0
441/540170	Maintenance and Repair of Data Processing Equipment and Software	\$7,233	\$29,633	\$22,400
445/540290	Operation of Automotive Equipment	\$6,922	\$8,000	\$1,078
630/550010	Rental of Office Equipment	\$7,500	\$0	-\$7,500
630/550018	County Wide Canon Photocopier Lease	\$0	\$9,720	\$9,720
634/550060	Automotive Equipment Rental	\$0	\$0	\$0
Total on Department:		\$1,137,971	\$1,295,513	\$157,542
*The 060 budget is actual <u>reduced</u> -4.5% when \$208,700 in fringe benefit and software licensing costs, which had been paid out of the county 490 account in prior years, is factored out.				*Increase: 13.84%

ACCOUNT SUMMARY – 534 Automation Account

FY2017 Department Account Summary				534
OA/BU	Description	2016 Adjusted	2017 Request	Difference
110/501010	Salaries & Wages of Regular Employees	\$5,927,042	\$6,204,167	\$277,125
120/501210	Overtime Compensation	\$10,000	\$8,000	-\$2,000
129/501300	Salaries & Wages of Seasonal Employees	\$224,640	\$274,560	\$49,920
170/501510	Mandatory Medicare Cost	\$89,345	\$94,058	\$4,713
174/501570	Pension	\$773,638	\$735,576	-\$38,062
175/501590	Group Life Insurance	\$13,706	\$8,989	-\$4,717
176/501610	Group Health Insurance	\$851,320	\$753,765	-\$97,555
177/501640	Group Dental Insurance	\$33,411	\$27,459	-\$5,952
178/501660	Unemployment Compensation		\$3,171	\$3,171
179/501690	Vision Care	\$8,457	\$7,202	-\$1,255
181/501715	Group Pharmacy Insurance	\$157,698	\$189,183	\$31,485
183/501770	Seminars for Professional Employees	\$2,000	\$2,000	\$0
185/501810	Professional & Technology Membership Fees	\$4,340	\$5,230	\$890
186/501860	Training Programs for Staff Personnel	\$27,600	\$35,000	\$7,400
240/520490	External Graphics and Reproduction Services	\$485,000	\$485,000	\$0
245/520610	Advertising For Specific Purposes	\$3,395	\$4,000	\$605
260/520830	Professional & Managerial Services	\$966,000	\$786,000	-\$180,000
350/530600	Office Supplies	\$26,190	\$30,000	\$3,810
353/530640	Books, Periodicals, Publications, Archives and Data Services	\$10,921	\$11,394	\$473
388/531650	Computer Operation Supplies	\$175,725	\$114,826	-\$60,899
441/540170	Maintenance & Repair of Data Processing Equipment and Software	\$525,981	\$623,994	\$98,013
461/540370	Maintenance of Facilities	\$0	\$300,000	\$300,000
570/560440	Telecommunications Equipment	\$970	\$0	-\$970
579/560450	Computer Equipment	\$431,844	\$655,830	\$223,986
630/550010	Rental of Office Equipment	\$78,132	\$65,000	-\$13,132
630/550018	County Wide Canon Photocopier Lease	\$0	\$9,720	\$9,720
814/580380	Appropriation Adjustment	\$34,736	\$0	-\$34,736
818/580033	Reimbursement to Designated Fund	\$19,780	\$0	-\$19,780
883/580260	Cook County Administration	\$256,067	\$256,067	\$0
Total on Department:		\$11,137,938	\$11,690,191	\$552,253
				Increase: 4.96%

PROJECTS



PROJECT FOCUS

Comprehensive Imaging and Document Scanning Project

Description of Completed Phase 1:

In 2016, CCTO implement the first phase of a Document Management System. The system ultimately will provide for the tracking and storing of electronic images of files and data instead of relying on hard-copy paper documents for work to be processed. Phase 1 focused on streamlining the Customer Service Tax Research process.

Benefits of Project:

- Replace paper based processes with electronic processing technologies, allowing cases to be researched and resolved more efficiently
- Create a unified repository of supporting documents and data to reduce staff time in researching constituent questions
- Utilize electronic workflow to provide process improvement by enforcing business rules and providing timers and reminders
- Leverage electronic communication methods with constituents to improve service and efficiency

The image displays a screenshot of a web-based 'TAX RESEARCH CASE' system. The interface includes tabs for 'General', 'Cancel/Stop Payment', and 'Notes/Documents'. The 'Case Type' is set to 'Cancel/Reissue'. The 'Case Information' section shows 'Case Number' 50092, 'Date Created' 9/8/2016, 'Case Status' Open, and 'Assigned To' AGUILARY. The 'PIN Information' section shows 'PIN' 25-01-309-026-0000, 'Tax Year' 2014, 'Installment' 2nd, and 'Property Volume' 280. The 'Related PINs' section shows 'Related PIN 1' and 'Related PIN 2'. The 'Taxpayer Information' section shows 'Name', 'Address' (E 92ND ST), 'City' CHICAGO, 'State' IL, and 'Email'. The 'Inquirer Information' section shows 'Same As Taxpayer' checked, 'Inquirer Type' Property Owner, and 'Inquirer Name'. A blue arrow points to the 'Received' field, which is set to 'Call Center'. Another blue arrow points to the 'Re-index' button in the 'Document' viewer. The 'Document' viewer shows a 'TR Replacement Check Affidavit and Indemnity Agreement' document. The document text reads: 'I, IMAN MATTHEWS, swear that I have not deposited, and will not deposit, check # 5117883 issued by the Cook County Treasurer. I further swear that I am legally and equitably entitled to request and receive a replacement check on my own behalf; and if I am not so entitled, I will indemnify and hold harmless the Cook County Treasurer from any and all adverse claims to the money tendered by such check, including all costs and attorney's fees. This affidavit is made for the purpose of obtaining from MARIA PAPPAS, Treasurer of Cook County, Illinois, a replacement of the above-referenced check. Name: [REDACTED] Address: [REDACTED] E 92ND ST CHICAGO, IL 60617- [REDACTED] Phone: [REDACTED] Email: [REDACTED]'

← Sample of taxpayer who requested a re-issuance of a refund check.

PROJECT FOCUS

Comprehensive Imaging and Document Scanning Project

Description of Future Phases of Project:

Subsequent phases will now focus on providing process improvement and digital storage. Project areas include:

- Revamp of taxpayer email inquiry system (CRM)
- Conversion of paper forms to electronic forms, or eForms
- Comprehensive refunds processing system
- Creation of General Legal Correspondence system
- Establishment of Senior Deferral Case Management System

← Current Process:

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

Proposed Process: →

- Electronic form
- Online input
- Sent electronically
- Automatically entered into database

PROJECT FOCUS

eBilling – Paperless Property Tax Billing

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.

Receive tax bill through your inbox, not your mailbox.

2015 First Installment Property Tax Bill					
	Property Index Number (PIN)	Volume	Code	Tax Year	Payable In
	32-04-110-042-0000	009	12033	2015	2016
					Township BLOOM
					Classification 2-34

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
South Cook Mosquito Abatement Harvey	1,887,987	5,441,624	1,785,756	67.18%
Metro Water Reclamation Dist of Chicago	2,995,295,000	2,556,802,698	1,172,632,630	54.14%
Glenwood Lynwood Library	6,961,647	0	(891)	N/A
Prairie St Comm College 515 (Chgo Hts)	17,072,738	0	0	0.00%
Homewood-Flossmoor Community HS Dist 233	34,257,542	24,756,351	1,135,365	95.41%
Brookwood School District 167 (Glenwood)	15,653,901	7,746,416	(17,540)	100.23%
Village of Glenwood	19,320,260	21,677,725	7,176,765	66.89%
Town of Bloom	1,358,602	4,624,060	752,231	83.73%
Cook County Forest Preserve District	297,507,958	324,772,385	142,217,798	56.21%
County of Cook	8,739,635,491	15,615,343,667	7,233,899,380	53.67%
Total	12,128,951,126	18,561,164,926	8,559,581,494	

Return of Office Space to the County

PROJECT FOCUS

Tax sale date changes and taxpayer outreach

Description of Project:

Delinquent property taxpayers typically have twelve months from August 1st due date to pay their tax bill in full before annual tax sale occurs.

A provision in state statute expired, and now annual sale reverts back to 3 months for taxes due in 2017. Please see Appendix 19-24 for correspondence sent by the office warning about the impact to the county and potential loss of taxpayers' property as a result.

The Cook County Treasurer's Office is increasing outreach to taxpayers unaware of changes in law and timing of sale.

- The Office sent nearly 16,000 informational letters to property owners whose taxes were sold in the June 2016 annual tax sale.
- The Office initiated a delinquent tax bill mailing to 136,000 property owners in October 2016.



OFFICE OF THE COOK COUNTY TREASURER
118 NORTH CLARK STREET • ROOM 112 • CHICAGO, IL 60602
www.cookcountytreasurer.com

URGENT: **PAY THE ENCLOSED BILL AS SOON AS POSSIBLE**

- **According to our records, as of October 2, 2016, your 2015 property taxes are unpaid and delinquent.** They were due on August 1, 2016. With each month that passes, an additional 1.5% of statutory interest will be added to your delinquent balance.
- **If your 2015 taxes remain delinquent, they will be offered for sale during the first week of April 2017.** Should your taxes be sold, a tax buyer will hold a lien on your property, you will incur additional fees and interest charges, and ultimately you may even lose title to your property.
- **You may now use a credit card to pay your delinquent balance online.**
In addition to using your checking or savings account you may now use your Credit Card. To do so, visit our website, cookcountytreasurer.com, and click on *Make an Online Payment*.

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"> • Eliminates the antiquated MIS Mainframe, and its limited functionality. • Combine all data for each parcel into one unified system. • Will be updated in real time instead of nightly batch jobs.

Name of Project:	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"> • Modernization of financial management systems to one system used by all County Departments.

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"> • Accurately track and report time for approximately 24,000 part-time and full-time employees, at approximately 100 locations • Automatically process time captured and leave approvals • Comply with County legal and union mandated requirements • Comply with government and audit guidelines • Provide improved controls over issues such as unauthorized absences and tardiness • Provide visibility to labor allocation, special pay rules, and cost, thus increasing transparency to management

FY2017-FY2019 FUTURE PROJECTS

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

FY2017-FY2019 FUTURE PROJECTS

Name of Project:	NSF Batch Processing
Description of Project:	Eliminate the manual data entry of NSF's into MIS through automation efforts.
Benefit(s) of Project:	<ul style="list-style-type: none"> Automatically load NSF transactions into MIS instead of through a manual process.
Name of Project:	Automation of Transfers
Description of Project:	Identify and provide period reports of potential transfers of payments utilizing data from the MIS.
Benefit(s) of Project:	<ul style="list-style-type: none"> Automatically provide a report listing potential transfers for transactions within a given tax year. Allow for misapplied payments to posted properly.
Name of Project:	Streamline Payments from Online Bill Payment Sites
Description of Project:	Create an electronic file of all online bill payments. Use a STOP/verification file to validate the PIN, amount, tax amount, tax year.
Benefit(s) of Project:	<ul style="list-style-type: none"> Reduce volume of manual payments required to be researched. Increase accuracy of payments that otherwise would be sent back to taxpayers for inaccurate or missing information.
Name of Project:	Electronic Feed of Open Item Bill Amounts
Description of Project:	Enhance cashiering system to electronically receive Clerk open-item billing information from MIS so cashiers do not have to manually enter bill amount.
Benefit(s) of Project:	<ul style="list-style-type: none"> Reduce cashiering errors. Eliminate manual entry.
Name of Project:	Online Open Item Bill Payments
Description of Project:	Enhance online payment system to allow taxpayers to pay open older years electronically based on data from the Treasurer and Clerk.
Benefit(s) of Project:	<ul style="list-style-type: none"> Provide taxpayers another option to pay (right now, Open Items can only be paid in-person or by mail). Eliminate manual payment processing.

FY2017-FY2019 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"> • Facilitate compliance with federal bankruptcy law.

Name of Project:	Sales-in-Error Database Rewrite
Description of Project:	Create a system that allows the user to process a Sale-in-Error refund from the beginning of the process.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Eliminate tracking of Vacate Tax Sale component in Excel spreadsheets and double-entry of same information into database. • Eliminate need for employees to access MIS, transcribe payment information, and then re-enter into database to process refund request. • Scavenger Payments and Refunds will post to MIS, thereby making the information available to the county.

Name of Project:	Tax Buyer Email Electronic Receipts after Annual Sale
Description of Project:	Produce electronic receipts emailed to tax buyers instead of producing paper receipts.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Eliminates the need to print receipts and for tax buyers to physically pickup the receipts.

Name of Project:	Automation of Employee Productivity Report
Description of Project:	Convert employee Daily Memo application to latest version of .NET and incorporate enhancements.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improves and enhances entry of daily logs by employees. • Increases reporting capabilities.

Name of Project:	Interactive New Employee Training on Intranet
Description of Project:	Create an interactive video/voice training program that could be uploaded to the intranet. The goal would be to give new employees an understanding of the office and virtual orientation.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Eliminate the need for manual orientation. • Can be used as a reference for existing employees and for refresher training purposes.

FY2017-FY2019 FUTURE PROJECTS

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

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

Name of Project:	Update Individual Online Payment Site
Description of Project:	Work with online payment vendor to create a more robust online payment system that leverages emails, creates taxpayer payment carts, along with adding logic to charge bulk (non-TPA) payers the \$ 1.00 enhanced processing fee.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improve payment processing systems so taxpayers can pay multiple PINs at the same time. • Improve system design and communication.

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

FY2017-FY2019 FUTURE PROJECTS

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

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

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

Name of Project:	SharePoint 2016 Upgrade
Description of Project:	Upgrade the existing SharePoint Infrastructure to the latest version of the Microsoft product: SharePoint 2016.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improve performance. • Improve reliability. • Virtualize for improved value.

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

FY2016 PROJECTS

Name of Project:	Document Management Systems - Tax Research
Description of Project:	Implemented a solution 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.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Reduce paper, streamline processes, eliminate duplicated work, improve access to information. • Increase comprehensive historical data and information easily accessible for research and reference purposes.
Name of Project:	Enhancements to the Debt Disclosure Ordinance (DDO) site
Description of Project:	Enhanced the Debt Disclosure Ordinance (DDO) File Upload to accommodate new regulations and terminology adopted by the Governmental Accounting Standards Board (GASB), and an amendment passed by the County Board on June 8, 2016. Added new fields and PDF files for viewing and new data available in the dataset for internal reporting. The amendment also modified the deadline date for submission from the last Tuesday in December to within 30 days of the issuance of an audited financial report.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Required to comply with new financial reporting standards • Provides the public and interested parties with more timely information.
Name of Project:	Property Tax Portal Redesign
Description of Project:	The redesign of cookcountypropertyinfo.com upgraded the technology of the site to .NET (it was built in MS SharePoint) and also added additional functionality according to feedback and input from users.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Site is mobile-friendly as responsive code determines the best fit of content on a user's mobile device. • American with Disabilities Act (ADA) compliant with the integration of BrowseAloud software.
Name of Project:	Electronic Warrant Book – Phase 2
Description of Project:	The Electronic Warrant Book's first phase created an entire electronic book for TY2012 and each year thereafter. This phase implemented the scanning/imaging of nineteen older years and incorporation of a 'hybrid' display that combined the image and all future electronic records.
Benefit(s) of Project:	<ul style="list-style-type: none"> • 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.

FY2016 PROJECTS

Name of Project:	Countywide Time and Attendance System
Description of Project:	Integrated the new Countywide Time & Attendance system within the Treasurer's Office for employees to swipe in/out and track absences.
Benefit(s) of Project:	<ul style="list-style-type: none"> • More reliable, state-of-the-art system for time keeping purposes.

Name of Project:	Implement USPS Full-Service - "Intelligent Mail Barcodes" (IMBs)
Description of Project:	The United States Postal Service (USPS) phased out the older style of mailing barcodes, known as "Postnet barcodes", and replaced them with new "Intelligent Mail Barcodes" (IMBs). CCTO, in collaboration with the Bureau of Technology, worked to incorporate the new IMB on tax bill mailings, beginning with the 2015 Second Installment (mailed in early July 2016) by installing and configuring Pitney Bowes' Mail360 software.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Achieve highest possible postage savings by implementing the IMBs to bulk mailings. • Utilize USPS tools to sort and track mail.

Name of Project:	Automate Sorting of Name/Address Changes from Chase Images
Description of Project:	Created automated process to identify if the name/address change form on the back of payment coupon submitted at a Chase Bank Branch location has content. Name and save files with name/address changes to folder and email identified user to process the name/address changes within the mainframe.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Elimination of manual process. • Improve efficiency and more timely make name/address update to PIN record.

Name of Project:	Dell Compellent Storage Area Network (SAN)
Description of Project:	Installation of new Dell Compellent SAN for external web sites at off-site location.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improve performance, stability and reliability due to automated tools and reporting.

Name of Project:	Electronic Exemption Testing Tool
Description of Project:	Created additional automatic checks on Assessor's Exemption file prior to the printing and mailing of Second Installment property tax bills.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Eliminated manual review of exemptions during the Second Installment tax bill testing process. • Streamlined the testing by automatically applying business rules to the data.

FY2016 PROJECTS

Name of Project:	Technology Upgrade – Team Foundation Server (TFS) 2015
Description of Project:	Upgraded to Microsoft's Team Foundation Server 2015 to better manage projects, programming code and data.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Version control, for managing source code and other deliverables that require versioning. • Work item tracking, for keeping track of such things as requirements, tasks, and scenarios. • Project management functions, which allow the shaping of a team project based on a user-specifiable software process, and which enable planning and tracking using Microsoft Excel and Microsoft Project. • Data collection and reporting, which aid in the assessment of a team project's state, based on information gleaned from Team Foundation Server tools. • The Team Project Portal provides a central point of communication for a team project packaged as a Microsoft Windows SharePoint Services site.
Name of Project:	Technology Upgrade – Microsoft Office 2016
Description of Project:	Upgraded all CCTO work stations to Microsoft Office 2016.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improve performance and reliability. • Various efficiency upgrades, such as the ability to add a recent document as an attachment in Outlook or new chart types in Excel and PowerPoint.
Name of Project:	Technology Upgrade – Rollout of Windows 10
Description of Project:	Upgraded all CCTO work stations to Windows 10.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improve performance and reliability. • Improve desktop management and security.
Name of Project:	Technology Upgrade – .NET 4.6
Description of Project:	Upgraded all our web servers to the .NET 4.6 software framework platform.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improve performance, stability and reliability.
Name of Project:	Technology Upgrade – SharePoint 2013
Description of Project:	Upgraded to the latest version of SharePoint, which is used to store internal documents and files online.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improve performance, reliability and security. • Improve search capabilities. • Improve indexing capabilities. • Made adding files easier, with simple drag-and-drop functionality.

FY2016 PROJECTS

Name of Project:	Technology Upgrade – SQL 2012
Description of Project:	Microsoft SQL Server is a relational database management system for storing, processing and retrieving data quickly, efficiently and securely. Upgraded to Microsoft SQL 2012 for better management and protection of data along with the utilization of highly desirable new features.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Kept data stored on servers secure and accessible according to data queries.

Name of Project:	Upgraded Asset Tracking System
Description of Project:	Upgraded the assets tracking systems used by the office to manage physical inventory of items.
Benefit(s) of Project:	<ul style="list-style-type: none"> • Improved functionality and expanded reporting capabilities.

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2016

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 10, Office 2016

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2016

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 2012
29. I.T. Improvements - Upgraded to Microsoft Office 2016
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 - Document Management System (Paperless Customer Service System)
43. New System - Duplicate and Overpayment Refund System
44. New System - Duplicate Tax Bill Request Form and Affidavit Image Retrieval System
45. New System - Fixed Asset Inventory

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2016

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

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2016

68. New System - Swipe Card Time System
69. New System - Tax Sale System (to track delinquent PINs and removals)
70. New System - Warrant Posting Labels
71. 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

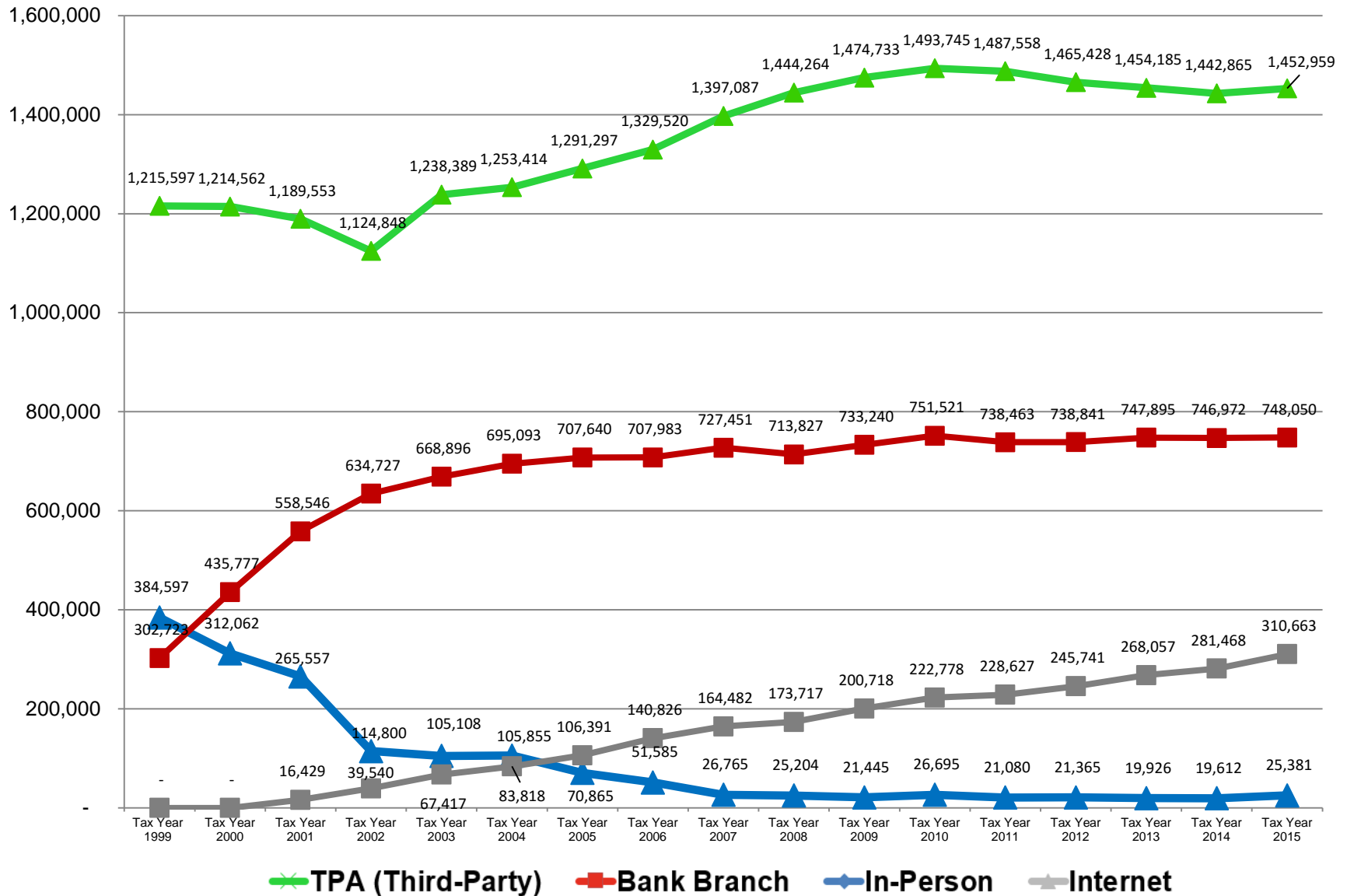
TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2016

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 re-design/re-launch to accommodate mobile device users
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, nearly 10.3 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
2015*	455,502
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
Total	10,273,405

*On-Time Payment statistics are through August 1, 2016 (the Second Installment Due Date).

BANK BRANCH PAYMENTS

More than 12.7 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
2015*	738,050	61,125	799,175
2014	746,972	86,334	833,306
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
Total	11,464,846	1,239,355	12,704,201

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

*Through September 27, 2016.
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
2015-2*	178	3,242
2015-1	178	3,525
2014-2	194	2,997
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
Total		78,975

*Through September 27, 2016.

IN-PERSON PAYMENTS

The number of in-person on-time payments has been reduced to only 25, as other payment options have been implemented by the Treasurer's Office.

Tax Year	Quantity
2015* (payable in calendar year 2016)	25,381
2014	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
Total	1,617,902

*On-Time Payment statistics are through August 1, 2016 (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. Nearly 18.9 million payments totaling almost \$51 billion have been made since August 2003.

Tax Year	Quantity	Dollar Amount
2015*	1,457,082	\$4,500,868,192
2014	1,447,536	\$4,230,786,339
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
Total	18,875,872	\$ 50,733,876,914

*Through October 1, 2016.

THIRD-PARTY AGENT (TPA) – ACH PAYMENTS

Banks, mortgage companies and title companies also utilize an ACH method to pay property taxes. More than 702,000 payments totaling more than \$2.6 billion have been made since 2006

Tax Year	Quantity	Dollar Amount
2015*	51,788	\$ 289,572,622
2014	73,251	\$ 327,658,628
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
Total	702,341	\$ 2,649,323,812

*Through September 30, 2016.

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
2015*	372,047	
2014	396,663	3.99%
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	
Total	3,556,741	

*Through September 29, 2016 (please note taxpayers may continue to pay Tax Year 2015 taxes online).

CREDIT CARD PAYMENTS

The Treasurer's Office began collecting credit card payments for payments In July 2012. More than 78,000 credit card payments have been made to date.

Tax Year	Quantity	Dollar Amount
2015*	22,415	\$53,118,729
2014	18,404	\$40,478,645
2013	15,920	\$34,911,745
2012	13,802	\$29,732,837
2011	7,668	\$15,360,212
Total	78,209	\$173,602,168

*Through September 29, 2016

SUBSEQUENT TAX ELECTRONIC PAYMENT SYSTEM (STEPS)

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

Tax Year	Quantity	Dollar Amount
2015*	42,810	\$ 107,005,515
2014	40,025	\$ 93,867,028
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
Total	403,480	\$ 1,043,514,938

*Through September 29, 2016.

WEBSITE – VISITORS

Nearly 49.1 million visitors have navigated to cookcountytreasurer.com since 2004.

Fiscal Year	Quantity
2016*	3,984,801
2015	4,068,008
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
Total	49,052,038

*Through October 1, 2016.

WEBSITE – PAGE VISITS

In FY2016, cookcountytreasurer.com has been visited nearly 4 million times. Comprehensive statistics appear below.

General Statistics	December	January	February	March	April	May	June	July	August	September	YTD*
Number of Visits	233,353	375,513	551,995	458,164	369,566	303,091	328,754	622,435	420,307	310,177	3,973,355
Average Visit Length (Minutes)	2.27	2.16	2.31	2.20	2.43	2.76	2.40	2.41	2.48	3.08	2.11
Visitors that visited more than once	42,855	71,866	70,753	83,116	54,458	44,687	59,748	87,344	2,004	50,470	567,301
First time visitors	82,068	141,963	253,227	170,218	146,262	113,542	112,462	269,267	165,737	108,390	1,563,136
Visited Pages	December	January	February	March	April	May	June	July	August	September	YTD*
Payment Status Results	95,493	140,768	282,956	231,684	178,128	132,817	145,254	304,784	194,495	130,074	1,836,453
Payment Status Search	115,292	178,908	328,080	266,957	211,473	154,769	177,637	349,256	225,797	153,799	2,161,968
Locate Your PIN	6,301	10,261	15,518	14,180	12,541	7,906	8,651	13,697	11,294	8,503	108,852
Scavenger Tax Sale	923	1,020	1,232	1,321	1,247	1,073	983	1,039	884	646	10,368
Refund Search	2,820	3,152	4,011	4,258	3,077	5,001	2,519	5,164	3,707	3,392	37,101
Payment Index Page	163	358	589	452	306	221	225	447	281	194	3,236
Name/Address Change	5,324	10,242	19,810	10,990	7,515	4,202	4,250	10,886	5,716	5,135	84,070
Contact Us Form	496	399	673	620	445	296	311	705	584	355	4,884
Contact Us Information	239	364	365	304	352	157	160	301	252	157	2,651
Get Copy of Bill	6,612	13,112	19,862	15,503	13,047	8,812	10,064	18,902	10,445	8,959	125,318
If Taxes Were Sold	1,775	2,293	2,771	2,514	2,553	1,938	2,243	3,013	2,297	1,905	23,302
Name/Address Change Application	5,324	10,242	19,810	10,990	7,515	4,202	4,250	10,886	5,716	5,135	84,070
Annual Tax Sale Information	754	1,061	1,277	1,260	948	304	799	1,087	1,143	738	9,371
Tax Bill Schedule	2,102	6,996	2,901	2,394	2,315	2,785	7,559	2,647	1,868	1,288	32,855
Homeowner Exemption Information	2,176	6,398	6,920	4,633	3,354	2,555	3,084	7,738	3,739	2,846	43,443
Apply for Refund Information	1,399	1,921	2,226	2,185	1,439	1,136	1,197	3,649	2458	1914	19,524
Research A Topic	1,517	2,471	1,979	1,769	1,487	815	961	11,105	4,021	2,117	28,242
News Article View	359	531	421	379	360	416	232	557	653	304	4,212
TPA Home Site	984	3,371	6,769	1,698	2,388	53,021	4,740	7,069	5,292	4,941	90,273
Community Bank Home (Teller View)	185	671	987	405	338	277	244	1,157	398	300	4,962
Tax Sale List	29	42	29	34	391	429	369	67	61	45	1,496
Exemption Results	4,485	30	35	32	8,298	7,057	8,474	12,785	6,784	4,913	52,893
PIN Summary	102,864	143,930	303,431	246,705	190,532	143,278	136,852	326,982	207,877	140,167	1,942,618
Estate Search	404	772	943	646	662	508	640	843	1054	550	7,022
Sign up for email notification	1,200	6,191	9,569	3,559	1,901	1,499	2,028	13,150	3,468	1,565	44,130
Visited Pages	December	January	February	March	April	May	June	July	August	September	YTD*
Completed Refunds Searches	2,148	2,283	2,743	3,152	3,347	20,630	1,752	3,156	3,563	2,628	45,402
DDO Search by PIN	2,674	2,964	3,763	2,993	2,688	2,096	2,791	4,994	2,661	2,892	30,516
DDO Search by Taxing District	749	767	723	653	483	456	568	679	656	540	6,274
Completed Uncashed Check Searches	281	336	359	391	378	299	346	859	487	512	4,248

*Through September 30, 2016.

CRM (EMAIL SYSTEM)

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

Calendar Year	Quantity
2016*	2,825
2015	3,622
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
Total	132,052

*Through September 30, 2016.

ELECTRONIC DUPLICATE TAX BILL REQUEST SYSTEM

Taxpayers have ordered almost 176,000 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
2016*	34,617
2015	41,374
2014	25,437
2013	22,096
2012	18,496
2011	15,476
2010	15,173
2009	3,184
Total	175,853

*Through October 3, 2016.

CUSTOMER SERVICE – CALL CENTER

In FY2016, the Treasurer's Customer Service Call Center has handled more than **49,948** inquiries. An all new Automated Phone System was installed in June 2015.

Call Topic	Percentage of All Calls	Year-to-Date Total*
Duplicate Bill (copy/ proof)	13.8%	6,879
Payment Instructions (incl. Hardship; partial payments)	15.7%	7,824
Payment Status 1 (paid, open, why \$0, NSF, prepay)	19.6%	9,795
Payment Status 2 (Caller referred to Web/Phone)	5.7%	2,864
On-Line Payments (paid, rejected, cancel payment, etc.)	5.6%	2,791
Name Change	6.2%	3,121
Tax Sale Date (Annual, Scavenger)	2.3%	1,139
Lost Checks (CCTO, Chase, Cancel/Re-issues, Currency Exchange)	0.8%	385
Penalty Waiver Request	1.1%	562
Transfer Information	1.1%	554
STOPS	0.3%	145
Refund Info (Do I have a refund/How to apply)	6.5%	3,250
Refund Info (Where is My Check?)	4.5%	2,251
Due Date and/or Amount	3.3%	1,661
Senior Deferral Info (how to apply, am I in, take me out, etc.)	0.9%	465
Mortgage Increased - Bank or Mortgage Company Directed to CCTO	0.4%	193
Chase Questions	0.3%	168
Other Offices Questions (asked of Treasurer's Office Staff)		
Assessment (bill too high)	0.6%	315
Exemption(s) not received	2.6%	1,293
Other Assessor Issues (property location, Certificate of Error, PIN)	3.3%	1,658
Clerk - Sold & Prior Year Taxes	2.8%	1,386
Recorder of Deeds	0.6%	292
Other	1.9%	957
Total Calls Answered	100%	49,948

*Through October 3, 2016.

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
2014 (2016)	70,789	46,655	15,865
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
Total	610,321	378,569	172,177

AUTOMATED NAME CHANGES

The Treasurer's Office has electronically received more than 818,312 name changes since July 2005 as a result of the collaboration with the Recorder of Deeds.

Calendar Year	Quantity
2016*	53,197
2015	61,900
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
Total	818,312

*Through October 1, 2016.

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, more than 65,000 duplicate payment attempts have been stopped in the amount of more than \$271 million.

Tax Year/Installment	Quantity	Dollar Amount
2015-2*	3,442	\$13,032,764
2015-1	3,095	\$14,779,019
2014-2	5,469	\$28,425,557
2014-1	4,856	\$17,232,740
2013-2	4,641	\$17,629,716
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
Total	65,414	\$ 271,539,435

*Through October 1, 2015



Maria Pappas Cook County Treasurer

Appendix 19

January 11, 2016

Commissioner
Via Hand Delivery

Dear Commissioner :

Tax Sale Will Squeeze Cook County Property Owners, Thanks to State Law

I call your attention once more to an issue that will ratchet up the financial pressure on your most vulnerable constituents over the next several years by *literally* jeopardizing the roofs over their heads.

We all know that many taxpayers have trouble paying their property taxes on time. During our last complete tax collection cycle in calendar year 2014, the taxes on over 334,000 properties were paid late. Such tax-delinquent properties are at risk of being offered at annual tax sales, where taxpayers can lose their homes and other properties. Now, new state legislation threatens them even further by cutting the time for them to pay delinquent taxes from one year down to four months before their taxes are auctioned at the tax sale.

To be specific: If the law setting the annual tax sale in Cook County stands, the tax sale will be held eight months earlier in 2017 than it was in 2014 – *a mere four months after the August 1st due date*. If that happens, the number of properties jeopardized by the annual tax sale increases dramatically. The chart below compares numbers of properties jeopardized by the annual tax sale in 2014 to my office's projected numbers for the sale in 2017:

Calendar Year	Properties Published in Newspapers	Properties Offered for Sale	Properties Sold to Tax Investors
2014 Actual Numbers	75,000	53,000	17,000
2017 Projected Numbers	162,000	127,000	41,000
Difference	87,000 (216% Increase)	74,000 (240% Increase)	24,000 (241% Increase)

Background

State law sets an August 1st due date for Second Installment property tax bills each year. Unfortunately, many Cook County taxpayers are unable to scrape together enough money to pay their taxes by sale time. It is obvious that cutting the time from Second Installment to tax sale by two thirds means that more taxpayers will be unable to pay before their delinquent taxes must go to the tax sale.





Maria Pappas

Cook County Treasurer

Appendix 20

However, the Legislature seems not to have noticed the obvious. It comforted itself with the notion that having more taxes auctioned would bring more revenues more quickly to taxing districts. Of course, those investors known as “tax buyers” comforted themselves with the same idea – more PINs at the sale means more profit for them.

But this profit comes at the expense of our taxpayers. And the financial pressure on them is real. We all hear the stories: A parent lost his or her job, a child fell ill and needed expensive medical treatment; family business struggles made it difficult to put food on the table. These taxpayers need all the time they can get to pay their property taxes, and for years my office has been able to give taxpayers a 12-month “grace period” before state law required us to offer their unpaid taxes at the annual tax sale.

However, even as their property tax burden continues to rise, state law is set to cut that grace period with a dull knife. As the law stands today, in 2016, 2017 and 2018 respectively, my office will have to offer delinquent taxes for sale 10 months, eight months, and *a mere four months after the due date*. In other words, the taxes that are due on August 1, 2018, will be offered for sale in December of 2018 – a four-month window that will slam shut every December thereafter. At those December sales, tax investors will be able to purchase a tax lien on homes and small business properties, giving them the *right to take title to the properties* unless the investors are repaid in full (at often outrageous interest rates). A very happy holidays to your constituents, indeed!

To help put into perspective the devastating effect that these end-of-year tax sales are likely to have on many of your constituents, I have gathered data indicating the number of properties in your district that are likely to be jeopardized by, or subjected to, the 2017 annual tax sale. Some commissioners’ districts have more than others, but all districts have some. In your district, I estimate that:

- 10,350 properties would be delinquent two months before the annual sale and would therefore be published in newspapers (as law requires).
- The taxes on 4,187 properties would be offered for sale to tax investors.
- Tax investors are likely to purchase liens on 2,931 properties.

Next Steps

State legislation is required to preserve the 12-month grace period for your constituents. My office has enlisted county lobbyists in this cause for the last several years, but to no avail. Clearly, it will take work to defeat the powerful tax investor lobby, but Cook County’s taxpayers need their elected officials to protect them. I urge you to contact your state legislators on this issue.





Maria Pappas
Cook County Treasurer

Appendix 21

Please review the enclosed maps showing projected numbers of properties in your district that are likely to be affected by the new annual tax sale schedule that the Legislature is imposing on us. Also enclosed, please find a pair of letters I have sent previously regarding this change to the annual tax sale schedule. I hope you find this material helpful in understanding what looms ahead for Cook County. My staff is available to explain these materials and the tax sale process to you in detail.

Sincerely,

A handwritten signature in dark ink, reading "Maria Pappas". The signature is fluid and cursive, with a large loop at the end of the last name.

Maria Pappas
Cook County Treasurer

cc: President Toni Preckwinkle

Enclosures: 5





Maria Pappas

Cook County Treasurer

December 9, 2015

President Toni Preckwinkle
Cook County Board President
118 N. Clark Street, Room 537
Chicago, IL 60602

Dear President Preckwinkle:

Re: Estimated Impact of Earlier Property Tax Sale Dates on County Revenues

In an April 8, 2014 letter, I asked you to support legislation that would permit Cook County to continue holding its annual property tax sale approximately twelve months after the annual property tax due date. I warned that unless the legislation passed, Cook County taxpayers would have only four months to pay their delinquent taxes before those taxes would be offered for sale to tax buyers, who stand to profit as a result.

Unfortunately, despite your efforts, that legislation did not pass. As the law stands today, taxpayers will lose two months of the current 12-month grace period each year for tax years 2014, 2015, and 2016. In tax year 2016, taxpayers will have only four months after the due date to pay their taxes in full before their taxes are offered to tax buyers.

In addition, Cook County's revenues from annual tax sales will also be impacted significantly due to the loss of statutory interest collections as the annual tax sale is moved earlier each year:

- Tax Year 2014 – sale is 2 months earlier, resulting in \$12M estimated revenue loss
- Tax Year 2015 – sale is 4 months earlier, resulting in \$24M estimated revenue loss
- Tax Year 2016 – sale is 8 months earlier, resulting in \$48M estimated revenue loss

I estimate that the aggregate loss of tax sale revenues over the next three years will be \$84M. Furthermore, please note that the estimated revenue loss of \$48M for Tax Year 2016 will be repeated annually every year thereafter, as the Tax Year 2016 schedule will be the new permanent tax sale schedule.

Cook County taxpayers deserve more than four months to pay their taxes before they are offered to tax buyers.

Sincerely yours,

A handwritten signature in dark ink, appearing to read "Maria", is written over a faint, larger version of the same signature.

Maria Pappas
Cook County Treasurer

cc: Cook County Board of Commissioners





Maria Pappas
Cook County Treasurer

June 3, 2014

Toni Preckwinkle
Cook County Board President
118 N. Clark Street, Room 537
Chicago, IL 60602

Cook County Board of Commissioners
118 N. Clark Street, Room 567
Chicago, IL 60602

Dear President Preckwinkle and Cook County Board Commissioners:

Re: Estimated Impact of New Tax Sale Dates on County Revenues

In an April 8, 2014 letter, I asked you to support SB 2778, legislation that would permit Cook County to continue holding its annual tax sale approximately twelve months after the annual due date. I warned that unless SB 2778 was passed, Cook County taxpayers would have only four months to pay their delinquent taxes before those taxes would be offered for sale to tax buyers, who stand to profit as a result.

Unfortunately, SB 2778 has been watered down significantly. In its current form, which has been passed by the House and Senate, the twelve-month grace period has been preserved for only one year – tax year 2013. Taxpayers' grace period will gradually phase out over tax years 2014 and 2015: Taxpayers will have 10 months between the due date and the tax sale in tax year 2014, only 8 months in tax year 2015, and just four months every tax year thereafter.

In its current form, the ramifications of SB 2778 go beyond taxpayers' time to pay their taxes. Cook County's revenues from annual tax sales will also be impacted significantly due to the loss of statutory interest collections as the annual tax sale is moved earlier each year:

- Tax Year 2014 – sale is 2 months earlier, resulting in \$13.1M estimated revenue loss
- Tax Year 2015 – sale is 4 months earlier, resulting in \$26.3M estimated revenue loss
- Tax Year 2015 – sale is 8 months earlier, resulting in \$52.5M estimated revenue loss

If this version of SB 2778 is signed by the Governor, the estimated revenue loss of \$52.5M for Tax Year 2015 will be repeated annually every year thereafter, as the Tax Year 2015 schedule will be the new permanent tax sale schedule.

Effectively, SB 2778 now gives Cook County a one-year reprieve from significant revenue losses. I ask you to join me in a renewed fight next year to preserve the 12-month period between the due date and the tax sale. Cook County taxpayers deserve better than a law that phases out their grace period before tax sales. And Cook County residents deserve better than a law that dries out a major County revenue stream in order to quench tax buyers' thirst for even greater profits.

Sincerely,

A handwritten signature in dark ink, appearing to read "Maria".

Maria Pappas
Cook County Treasurer



Maria Pappas

Cook County Treasurer

Appendix 24

April 8, 2014

Toni Preckwinkle
Cook County Board President
118 N. Clark Street, Room 537
Chicago, IL 60602

Cook County Board of Commissioners
118 N. Clark Street, Room 567
Chicago, IL 60602

Dear President Preckwinkle and Cook County Board Commissioners:

Re: Less Time for Your Constituents to Pay Their Property Taxes

You may think it is absurd to suggest that taxpayers in Cook County would be better off with *less* time to pay their property taxes, but that's what the tax buyers' lobby in Springfield is suggesting to Illinois legislators. To make sense of why that's happening and what it means to your constituents, here is some context.

Tax buyers are individuals and companies that don't really buy anything. What they do is pay the unpaid property taxes on homes and other real property when the owners cannot pay on time. Tax buyers "purchase" the unpaid taxes at annually held tax sales, essentially paying property owners' delinquent taxes for them. Of course, tax buyers do not pay other people's delinquent taxes out of the goodness of their hearts. They can make a lot of money at their work.

In exchange for fronting the money, tax buyers also buy a guarantee: indebted property owners will either repay them the full tax amount plus fees and interest, or else tax buyers have a right – two years later – to take title to the property.

As the law stands today, Second Installment Cook County property taxes are due in early August each year. If your constituents don't pay their taxes by August of the *following year*, my office is required to offer their unpaid taxes for sale to tax buyers. The tax buyers' lobby wants to change that. They want your constituents to have only from early August until December of that *same year* to pay their taxes. Instead of giving property owners 12 *months* to pay their taxes, tax buyers want property owners to have just *four months*.

The motivation of the tax buyers to change the law is straightforward: If property owners have less time to pay their taxes before the next tax sale, more delinquent taxes will be available for the buyers to purchase; and with more taxes available, tax buyers will have more opportunity to profit. In other words, less time for your constituents means more money for the tax buyers.

Giving your constituents less time to pay their property taxes so tax buyers can profit more is neither fair nor reasonable. I encourage you to take whatever actions you see fit to persuade state legislators that they should not disadvantage your constituents at the behest of the tax buyers' lobby. To continue allowing your constituents reasonable time to pay their taxes, express your support for SB 2778.

Sincerely,

A handwritten signature in cursive script that reads "Maria Pappas".

Maria Pappas
Cook County Treasurer

