



Cook County Treasurer

Maria Pappas

STATE OF THE OFFICE - 2019

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

October 24, 2018

Dear President Preckwinkle:

It is with great pleasure that I submit to you the Fiscal Year 2019 budget for my office.

Year after year, I come before the Board with a budget request that meets or exceeds the proposed target. My 2019 budget marks the 18th consecutive year that I have met or exceeded the target.

In 2018, there were many accomplishments of which I am proud. As the fiscal year began, I prepared for the great influx of property tax prepayments due the change in federal law. Cook County was the first jurisdiction to create an online prepayment system but my website was also the first to provide functionality for prepayers to print their tax bills.

Additionally, I redesigned cookcountytreasurer.com to bring a one-stopping shop approach to property owners, combining the most important property information on a single overview page.

Last, I eliminated the need for 53,000 taxpayers to submit a signed, written refund application. Instead, I issued automatic refunds to these payers owed money because of changes to exemption laws. The overwhelming majority of refunds were issued electronically – eliminating the need to print and mail paper checks.

As FY2019 kicks off, I again plan to use technology to drive efficiency in the Treasurer's Office. The initiatives the office will undertake include utilizing Artificial Intelligence (AI) technology and preparing to distribute a dual coupon tax bill.

As to the particulars of the **FY2019 budget for the Treasurer's Office**, the following are this year's highlights:

- We were asked to meet a **budgetary target** of \$970,737 for Fiscal Year 2019, and have put together a request for a budget of \$867,096 – a **reduction of 8.73 percent from FY2018**.
- Our FY2019 headcount is 86.5, a **65.4 percent reduction** from 1998 when the office had 250 employees.
- If the office maintained a staff of 250 employees as it had in 1998, the budget for the office would be about \$47 million.

While the budget contains a 8.73 percent reduction for FY2019, **our goal continues to be an entirely self-funded office independent of any taxpayers-funded sources**.

I am proud to recommend the adoption of the FY2019 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 a large initial "M" and a trailing flourish.

Maria Pappas
Cook County Treasurer

Accomplishments



INNOVATIVE PREPAYMENT PROGRAM

The Treasurer's Office added enhancements in early December 2017 for property owners to prepay their 2017 first installment taxes.

The office was the first jurisdiction in the country that provided early online payments and the ability for taxpayers to download and print their bill at cookcountytreasurer.com.

The efforts to accommodate prepayers wishing to take advantage of changes to federal tax laws were featured in many national news segments, including the **NBC Nightly News**.

More than **125,000 prepayments** totaling **\$757 million** were processed by the Treasurer's Office for tax year 2017. In contrast, only 1,700 prepayments for \$14 million were collected for tax year 2016.

As a convenience for taxpayers, the office opened for prepayments on New Year's Eve (Sunday, December 31, 2017).

TOTAL PAYMENT DUE		2017 First Installment Prepayment Property Tax Bill - Cook County Electronic Bill						
\$5,150.32	Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification	
By 03/01/18 (on time)	08-12-000-000-0000	049	16016	2017	(2018)	ELK GROVE	2-78	

The Cook County Treasurer's Office provides the prepayment option as a service to taxpayers.

This early collection period is just another example of our commitment to providing you with a variety of convenient payment options.

As long as your payment is received on or before December 31, your First Installment tax bill, mailed in late January, will reflect an updated balance.

To verify your balance, please visit our website, cookcountytreasurer.com, after February 1, and select **Payments**, then **Check Your Payment Status**.

If you pay by escrow, contact your lender prior to attempting to prepay to avoid double payments.

PAY YOUR TAXES ONLINE
at cookcountytreasurer.com from your bank account or credit card

IMPORTANT MESSAGES		TAX CALCULATOR	
		2016 TOTAL TAX	9,364.22
		2017 ESTIMATE	X 55%
		2017 1st INSTALLMENT	= 5,150.32
		The First Installment amount is 55% of last year's total taxes. All exemptions, such as homeowner and senior exemptions, will be reflected on your Second Installment tax bill.	
PROPERTY LOCATION		MAILING ADDRESS	
MOUNT PROSPECT IL 60056 3446		MT PROSPECT IL 60056-3446	

*** Please see 2017 First Installment Prepayment Payment Coupon next page ***

EARLY SECOND INSTALLMENT DATA RELEASE

The Treasurer's Office followed through on its commitment to allow taxpayers access to view taxes earlier for the second installment.

In June 2018, the office provided taxpayers the ability to pay their second installment bill **earlier than prior years**, and download their electronic tax bill even before physical bills were mailed.

In prior years, this information would be added the first week of July.



COOK COUNTY TREASURER
Cook County - 2017 Second Installment Electronic Property Tax Bill



MARIA PAPPAS
COOK COUNTY TREASURER

2017 Second Installment Property Tax Bill

PROPERTY INDEX NUMBER (PIN):

To view your detailed electronic tax bill(s), click the PIN below or [click here](#) to login to your account

08-12-000-000-0000

By 08/01/2018 (on time)

PAY NOW FOR FREE
Use your bank account to pay your property taxes for free at cookcountytreasurer.com

To make your electronic payment, [click here](#)

You received this email because you signed up for the Cook County Treasurer's Electronic Tax Bill program. If you no longer wish to be part of the program, please login to your account [HERE](#) and choose "Unsubscribe" from the menu.

Cook County Treasurer's Office | 118 N. Clark Street | Chicago, Illinois 60602

ONE-STOP SHOP: REENGINEERING COOKCOUNTYTREASURER.COM

The Treasurer's Office updated its website in late January 2018 to simplify information and functionality for property owners.

“Your Property Tax Overview” was created to serve as a “one-stop shop” to provide quick access to view:

- Current mailing name and address
- Tax amount due
- Tax bill download
- Find overpayments
- Confirm tax exemptions

The site was redesigned to provide property owners the ability to perform searches with either a property address or 14-digit Property Index Number (PIN).

The screenshot displays the website for MARIA PAPPAS, COOK COUNTY TREASURER. The header includes a navigation bar with links: Payments, Exemptions, Refunds, Seniors, Your Tax Bill, Tax Dates, Foreign Language Brochures, Forms, About The Office, and News and Video. The main content area is divided into six colored boxes: 1. 'Make an Online Payment' (blue) with 'PAY NOW FOR FREE' and instructions to use a bank account. 2. 'Your Property Tax Overview' (purple) with links to pay online, print bills, search refunds, and check status. 3. 'eBilling' (light blue) with a link to get bills by email. 4. 'Important Dates' (red) with links for mailing, due, and other information dates. 5. 'Avoid the Tax Sale' (dark blue) with a link to check for delinquency. 6. 'Where Do Your Tax Dollars Go?' (teal) with a link to the latest financial reports. The footer contains contact information for the Cook County Treasurer's Office, copyright notices, a disclaimer, and a 'STAY CONNECTED' section with social media icons for Facebook, YouTube, Google+, and Email. It also lists 'PAYMENTS' methods (online, bank, community bank, checks, etc.) and 'UNDERSTANDING YOUR TAX BILL' resources (bill copy, PIN, name updates, etc.).

TAXPAYER REFUNDS – \$94 MILLION AVAILABLE ON WEBSITE

The Treasurer's Office has revamped cookcountytreasurer.com to make it easier for taxpayers to search by property address or property index number (PIN) if they are owed a refund going back over the past 20 years.

More than **\$94 million in tax overpayments** is available to property owners. Nearly \$544 million in overpayments, however, has been refunded or prevented by the Treasurer's Office since 2009.

The redesigned site puts key information about your property in a single place. To see if you are entitled to a refund, go to the website:

- Select "Your Property Tax Overview"
- Search by address or by Property Index Number (PIN)
- Look for the results under "Are There Any Overpayments on Your PIN?"
- Complete the online application if you believe you are entitled to a refund

RESULTS OF OVERPAYMENT REFUND SEARCH

Property Index Number (PIN): **01-11-000-000-0000** [BEGIN A NEW SEARCH](#)

This information is as of Monday, October 1, 2018.

Found two records matching your search criteria.

Refund Information for Tax Year 1998

Refund Information		Mailing Information
Tax Type:	General Tax	
Tax Amount Paid:	\$688.97	
Tax Amount Billed:	\$458.58	
Refund Available:	\$230.39	BARRINGTON, IL 60010-5110

Refund Information for Tax Year 2003

Refund Information		Mailing Information
Tax Type:	General Tax	
Tax Amount Paid:	\$1,036.42	
Tax Amount Billed:	\$660.37	
Refund Available:	\$376.05	BARRINGTON, IL 60010-5110

How to Apply for an Overpayment Refund

If you believe you may be entitled to a refund:

- Complete a Refund Application by following [these instructions](#).
- [Proof of payment](#) is very important. The Treasurer's Office only issues refunds to the party who made the property tax payments.

REFUND STATUS TRACKING SYSTEM

In 2018, the Treasurer's Office created and implemented an automated tracking system for refunds.

The system posts refund status updates online and provides automatic emails to applicants.

This system has reduced phone calls, emails, and office visits from those inquiring about refund status.

Taxpayers can now know exactly what stage their application is in and when they can expect their refund.

OVERPAYMENT REFUND STATUS RESULTS

Property Index Number (PIN): 17-10- [BEGIN A NEW SEARCH](#)


Found one record matching your search criteria.

PIN:	17-10-
Tax Year:	2017
Installment:	Second Installment
Status:	APPLICATION APPROVED

The Cook County Treasurer's Office has reviewed the refund application, and it has been approved. The applicant should receive the refund check in 5 to 10 business days at the address provided on the application.

If you have any questions, please [contact us by email](#).

[BEGIN A NEW SEARCH](#)

 [Print](#)

DISCLAIMER: The information on this screen comes from many sources, few of which are in the control of the Cook County Treasurer's Office. Taxpayers are advised to take personal responsibility for their PIN, property location, taxpayer address, and payment amounts posted due or paid, to be sure of their accuracy.

AUTOMATIC REFUNDS – ELIMINATING THE APPLICATION PROCESS

The Treasurer's Office directly issued **refunds to 53,000 taxpayers** in August 2018 due to changes in exemption laws for residential homeowners.

The **\$19.5 million in refunds** issued eliminated the need for taxpayers to fill out a paper refund application.

The majority of refunds were issued electronically to the bank account or credit card from which the original payment was made.

The refunds were the result of legislation passed last year by the Illinois General Assembly that increased existing tax exemptions for homeowners and senior citizens. For thousands of homeowners, the exemptions not only eliminated any balance due August 1, but also created refunds for payments earlier this year.

REFUND BREAKDOWN – August 2018



36,000

Refunds issued electronically directly into taxpayers' bank or credit card accounts.



17,000

Refunds issued via check directly to taxpayers.

TARGETED OUTREACH PROGRAM

The Treasurer's Office affirmed its commitment to outreach by partnering with elected officials and community and civic leaders throughout the county to increase awareness about property tax issues.

The office continues to provide updated information and data on cookcountytreasurer.com for officials, such as properties possibly missing exemptions and delinquent parcels in their particular area. PIN records also reflect if a tax bill was returned as undeliverable by the U.S. Postal Service.

Data is updated weekly.

MARIA PAPPAS, COOK COUNTY TREASURER

 Menu

Properties with Delinquent Taxes for Tax Year 2017

Select a tab for detailed lists of properties whose taxes for Tax Year 2017 (due in 2018) are delinquent, broken by Chicago ward, municipality, township and commissioner district. The lists include: Property Index Number (PIN), taxpayer name, property address, mailing address, amount of taxes due, property classification and whether tax bills or notices were returned. The Annual Tax Sale for Tax Year 2017 begins May 13, 2019.

Select the area, such as ward or municipality, to view each list.

Delinquency lists are updated every Monday. Lists of properties with delinquent 2017 taxes as of 11:00 a.m., September 23, 2018.

[Ward \(City of Chicago\)](#)
[Municipality](#)
[Township](#)
[Commissioner District](#)

Commissioner District

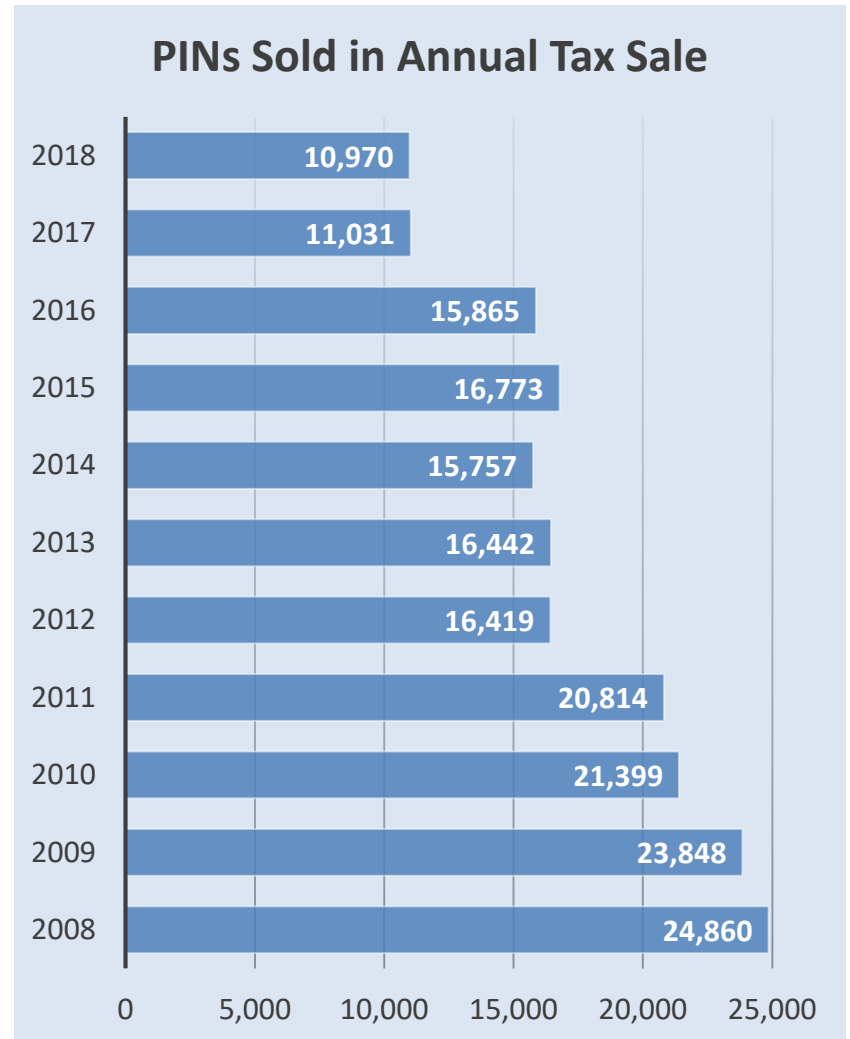
District	Commissioner
District 1	Boykin, Richard
District 2	Deer, Dennis
District 3	Butler, Jerry
District 4	Moore, Stanley
District 5	Sims, Deborah
District 6	Moody, Ed
District 7	García, Jesús "Chuy"
District 8	Arroyo, Luis, Jr.
District 9	Silvestri, Peter N.
District 10	Gainer, Bridget
District 11	Daley, John P.
District 12	Fritchey, John
District 13	Suffredin, Larry
District 14	Goslin, Gregg
District 15	Schneider, Tim
District 16	Tobolski, Jeffery R.
District 17	Morrison, Sean M.

TARGETED OUTREACH PROGRAM – IMPACT ON TAX SALE

As a result of the outreach program, there were only **10,970 PINs sold at the April sale**, and the fewest number of PINs sold at sale in the eleven years of automated sales.

The office sent multiple notices to delinquent property owners in an effort to increase awareness that they had less time to pay. To ensure every taxpayer received notice, multiple attempts were made to reach delinquent taxpayers.

The office urged elected officials to help increase awareness to homeowners whose delinquent taxes, if left unpaid, may result in a loss of their home.

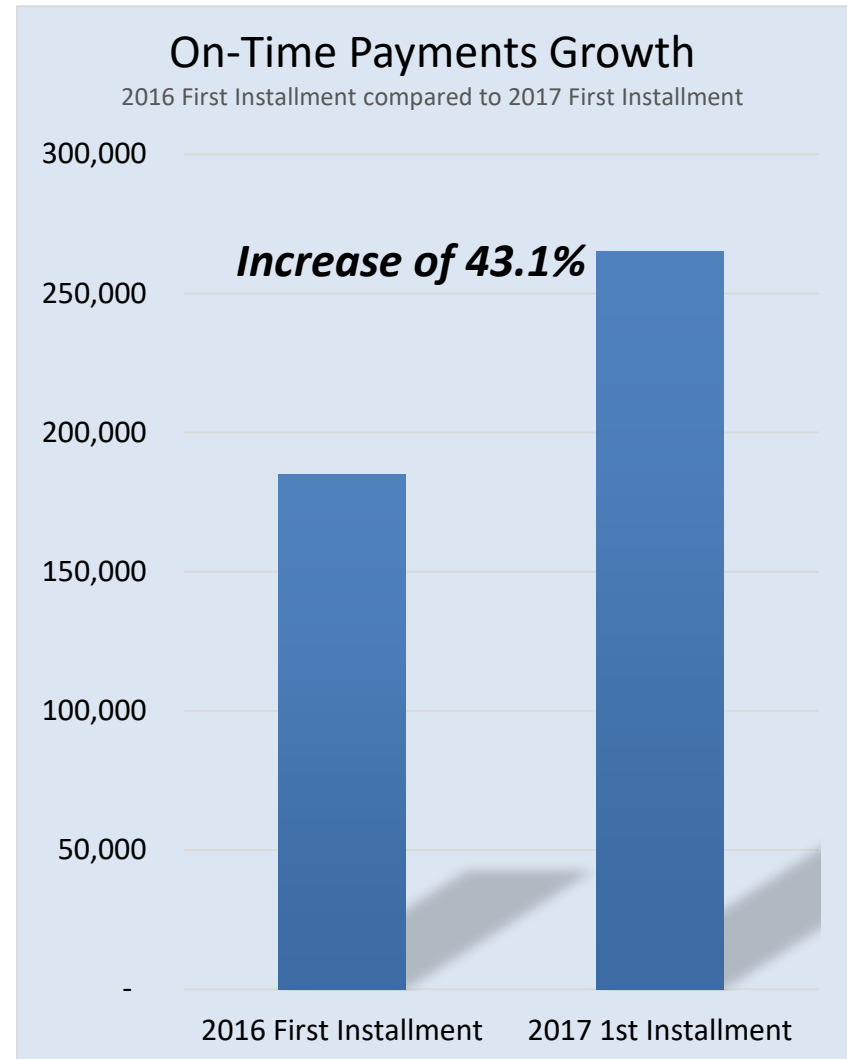


FREE ONLINE PAYMENTS

In January 2018, the Treasurer's Office eliminated the \$1 online payment convenience fee. This change provides taxpayers the ability to submit payment from their bank account without incurring the fee which was collected by Chase Bank.

For the 2017 first installment, **on-time payments increased by 43.1 percent** compared to the prior year.

More payments were made online for TY2017 than collected at Chase Bank. **654,506 paid online compared to 627,783 at branches** through October 1, 2018.



PENDING ONLINE PAYMENT ALERT

The Treasurer's Office added a notification to the website for online bank account payments in July 2018.


As soon as the payment process is completed, a **"Pending Online Payment Alert"** is displayed on the Property Tax Overview page until the funds have been received and posted to the PIN record.

This alert message is a continuation of the office's **STOPS program designed to prevent overpayments** by taxpayers.

OVERVIEW - PAYMENTS

Property Index Number (PIN): 32-20-

BEGIN A NEW SEARCH



Property Location:

CHICAGO HEIGHTS, IL 60411-3307

Mailing Information:

DOWNERS GROV, IL 60516-2107

[Update Your Information](#)

Are Your Taxes Paid?

Tax Year 2017 (billed in 2018) Total Amount Billed: \$7,330.15

1st INSTALLMENT	2nd INSTALLMENT
Original Billed Amount: \$3,601.00	Original Billed Amount: \$3,729.15
Due Date: 03/01/2018	Due Date: 08/01/2018
Tax: \$0.00	Tax: \$2,785.09
Interest: \$0.00	Interest: \$41.78
Last Payment Received: \$480.61	Last Payment Received: \$944.06
Date Received: 06/04/2018	Date Received: 08/24/2018
Current Amount Due: \$0.00	Current Amount Due: \$2,826.87

Total Amount Due:

\$2,826.87

PENDING ONLINE PAYMENT ALERT:

An online payment of \$900.00 was initiated on Friday, September 21, 2018.

Your Total Amount Due will update once funds have been received from your bank.

Pay Now

RETURNED MAIL RESEARCH MODULE

In order to assist with researching tax bills returned by the U.S. Postal Service, the Treasurer's Office developed the Returned Mail Research module.

The module combines historical PIN-related data with external research sources such as Google Maps, the USPS and the Secretary of State.

Research into determining the latest valid mailing address has been streamlined.

Cook County Treasurer's Office Maria Pappas, Treasurer

Operations Collections Refunds Tax Sale Information Technology Finance Legal Human Resources Administration [My Quick Links](#)

Returned Mail Research

Research

INFO

PIN [Search](#) [Next PIN](#)

29-34-

Mailing Name:

Mailing Address:

Property Address:

THORNTON IL 60476-1334

Volume: 219
Classification: 2-03
Description: One Story Residence, any age, 1,000 to 1,800 square feet
Current Balance: \$5,768.91
Years Delinquent: 1
Most Vulnerable: No
Priority: 2
Research Result: Status:

Part of PIN List: Yes
Last Modified Date: 3/2/2018 2:37:23 PM
Last Modified By: System
Tax Sale Status: Yes
Tax Sale Removal Reason: No
New Parcel: No

[Calendar](#) [Refresh](#) [Print](#)

-Research Result- -Status- [Save](#)

CONTACTS

Type	Name	Contact Info	Source	Action	Result	Status	Date	Entered By
	Address						3/2/2018 2:37:23 PM	System

NOTES

Notes	Date	Entered By
	3/2/2018 2:37:23 PM	

ADDRESS

-Source Type- -Action-

-Result- -Status-

Name

Address

City -State- Zip Postal

International

☐ Forward Time Expired

EMAIL

-Source Type- -Action-

-Result- -Status-

Name

Email

PHONE

-Source Type- -Action-

-Result- -Status-

Name

Phone Extension

NOTE

[+ Notes...](#) [Append](#)

HISTORY

Transaction History Image History IDOR Name Change History Returned Mail History Exemption History IDOR History Google Maps US Post Office Recorder of Deeds Secretary of State

Tax Year	PMT	Payment Date	Tax Amount	Penalty	Cost	Total	Serial Number	Payment Source	Tax Type	TPA Name
2016	P1	10/19/2017	\$1,548.07	\$185.76	\$0.00	\$1,733.83	102017500248	INTERNET (700)	General Tax (00)	
2016	P2	10/19/2017	\$1,498.80	\$67.44	\$0.00	\$1,566.24	102017500248	INTERNET (700)	General Tax (00)	
2015	P1	03/01/2016	\$1,761.60	\$0.00	\$0.00	\$1,761.60	030216301043	RCS (501)	General Tax (00)	
2015	P2	12/23/2016	\$1,053.08	\$79.00	\$0.00	\$1,132.08	122716500260	RTTPA (802)	General Tax (00)	

DUAL COUPON PROPERTY TAX BILL

The Treasurer's Office is working on designing a tax bill that will contain two coupons:

- One coupon for the second installment taxes
- One coupon for the next year's first installment taxes

Since first installment taxes are calculated at 55 percent of the prior year's total taxes, the next installment's bills can be calculated at the time of second installment.

TAX CALCULATOR		IMPORTANT MESSAGES	
2015 Assessed Value	23,681	2016 Total Tax Before Exemptions	7,860.46
2016 Property Value	262,310	Homeowner's Exemption	-748.30
2016 Assessment Level	X 10%	Senior Citizen Exemption	-534.50
2016 Assessed Value	26,231	Senior Freeze Exemption	-1,202.52
2016 State Equalizer	X 2.8032		
2016 Equalized Assessed Value (EAV)	73,531	2016 Total Tax After Exemptions	5,375.15
2016 Local Tax Rate	X 10.690%	First Installment	3,339.63
2016 Total Tax Before Exemptions	7,860.46	Second Installment +	2,035.52
		Total 2016 Tax (Payable in 2017)	5,375.15

PROPERTY LOCATION	MAILING ADDRESS
MASON AVE MORTON GROVE IL 60053 3313	MORTON GROVE IL 60053-3313

DUE MARCH 1, 2018	IMPORTANT PAYMENT MESSAGES	Property Index Number (PIN)	T1LG Volume
\$2,956.33	Keep this coupon! This is for your 2017 First Installment payment (due March 1, 2018).	10-20-218-041-0000	118
2017 First Installment	SN 0020170100 RTN 500001075 AN (see PIN) TC 008911	Amount Paid	
		\$	

002017010061020000000000005008911200002956338000030006770000304501000003089358

DRAFT

COOK COUNTY TREASURER
PO BOX 805436
CHICAGO IL 60680-4116

10200000000000/0/17/E/0000295633/1

DUE AUGUST 1, 2017	IMPORTANT PAYMENT MESSAGES	Property Index Number (PIN)	T3LG Volume
\$2,035.52	Pay this coupon first! This is for your 2016 Second Installment payment (due August 1, 2017).	10-20-218-041-0000	118
2016 Second Installment	SN 0020160200 RTN 500001075 AN (see PIN) TC 008922	Amount Paid	
		\$	

002016020081020000000000005008922400002127114000020355290000206605800002096587

DRAFT

COOK COUNTY TREASURER
PO BOX 805438
CHICAGO IL 60680-4116

10200000000000/0/16/F/0000203552/2

USING ARTIFICIAL INTELLIGENCE (AI)

The Treasurer's Office has begun to utilize **Artificial Intelligence (AI)** and character recognition capabilities for internal processes.

The process for changing a name and address on the back of a payment coupon automatically reads the handwriting on the coupon and initiates the name change directly in the Treasurer's system.

Branch Name Change

[Home](#)

Name Change

PIN	03-27-000-000-0000	Name	
Mailing Address		Mailing Address	
ELIZABETH		City	
CREEKSIDE		State	Zip
MT PROSPECT		Postal	
IL		Phone	
60056-		Email Address	
Property Address			
730 CREEKSIDE DR			
MOUNT PROSPECT			
IL			
60056-6379			

Skip
Update

Update name and/or mailing address, check the box on the front of this coupon and complete this form.

Under penalties as provided by law pursuant to Section 1-109 of the Illinois Code of Civil Procedure, I certify to the Office of the Cook County Treasurer that I am an owner, or an agent of an owner, of the property that is the subject of this tax bill.

JOE TAXPAYER
NAME (Do not exceed the spaces on this form.)

MAIN ST
MAILING ADDRESS (Include Unit Number, if needed.)

CHICAGO
CITY

IL 60602 +
STATE ZIP + 4

(312) 443-5100
PHONE (Include area code)

jtax@email.com
EMAIL

Signature of Applicant [Signature] Date 7/3/18

Printed Name of Applicant JOE TAXPAYER

25029703 PAYEE ABSENCE OF JPMORGAN CHASE
ENDORSEMENT GUARANTEE 074909962

Signature of Notary [Signature]

Notary: State of Illinois County of Cook

My Commission Expires 07-24-2020

Date Received:

No Data

Total Remaining:

102

MAJOR ACCOMPLISHMENTS

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.

Website Innovation



WEBSITE (cookcountytreasurer.com)

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

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

The site has been visited **more than 60 million** times.

July 2018 saw the **highest number of visitors in a single month as 747,628** accessed the site.

60 million
website visitors

Fiscal Year	Quantity
2018*	5,432,336
2017	5,063,847
2016	4,554,406
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	60,117,826
*Through September 30, 2018.	

The screenshot shows the homepage of the Cook County Treasurer's website. At the top, there is a header with the Cook County seal on the left and the text "MARIA PAPPAS, COOK COUNTY TREASURER" in a large, bold, sans-serif font. Below the header is a dark blue navigation bar containing links: Payments, Exemptions, Refunds, Seniors, Your Tax Bill, Tax Dates, Foreign Language Brochures, Forms, About The Office, and News and Video. The main content area is divided into six colored boxes arranged in a 2x3 grid. The top row includes "Make an Online Payment" (blue), "Your Property Tax Overview" (purple), and "eBilling" (light blue). The bottom row includes "Important Dates" (red), "Avoid the Tax Sale" (dark blue), and "Where Do Your Tax Dollars Go?" (teal). Each box contains a title, a brief description, and a list of services or information available.

 **MARIA PAPPAS,** COOK COUNTY TREASURER

Payments Exemptions Refunds Seniors Your Tax Bill Tax Dates Foreign Language Brochures Forms About The Office News and Video

Make an Online Payment
PAY NOW FOR FREE
Use your bank account to pay your property taxes for free
Fees apply for credit card payments

Your Property Tax Overview
Pay online for free
Print your tax bill
Search \$94 million in available refunds
Check payment status

eBilling
Get your tax bills by email

Important Dates
Mailing dates
Due dates
Other information

Avoid the Tax Sale
Are your taxes delinquent?

Where Do Your Tax Dollars Go?
The latest financial reports of local taxing districts

WEBSITE – PAGE VISITS

As a result of new functionality on the Website, refund lookup and free online payments, cookcountytreasurer.com is visited by more and more users each month in 2018.

- In July 2018, the Website saw an **increase of 15.8 percent** compared to July 2017.
- In August 2018, the Website saw an **increase of 53.2 percent** compared to August 2017.
- In September 2018, the Website saw an **increase of 11.6 percent** compared to September 2017.

Combined, the summer of 2018 saw an **increase of 26.4 percent** in Website visits.



WEBSITE – PAGE VISITS

In FY2018, cookcountytreasurer.com has been visited nearly **5.5 million times**. Comprehensive statistics appear below.

General Statistics	December	January	February	March	April	May	June	July	August	September*	YTD*
Number of Visits	657,537	454,339	635,875	614,920	486,296	408,341	367,603	747,628	679,282	380,515	5,432,336
Average Visit Length (Minutes)	2.71	2.18	1.98	1.74	2.44	2.48	1.92	1.87	1.69	1.82	2.08
Visitors that visited more than once	144,031	66,226	90,104	110,578	72,746	53,210	63,000	110,304	2,844	100,478	813,521
First time visitors	248,997	197,478	292,200	250,772	273,373	171,238	174,425	415,100	312,856	111,546	2,447,985
Visited Pages	December	January	February	March	April	May	June	July	August	September*	YTD*
Property Tax Overview Results	0	0	143,133	196,447	142,592	108,964	146,499	439,186	313,492	151,948	1,642,261
Property Tax Overview Search	0	0	152,794	213,955	157,493	121,352	162,274	454,016	329,110	145,258	1,736,252
Payment Status Results	222,561	166,985	274,591	143,083	86,238	74,795	58,608	186,241	45,934	16,401	1,275,437
Payment Status Search	275,780	206,701	247,042	129,605	95,562	85,064	87,813	174,811	90,827	50,728	1,443,933
Scavenger Tax Sale	580	661	674	1,079	909	815	494	606	629	567	7,014
Name/Address Change	5,308	5,049	15,137	11,998	7,574	6,353	7,008	28,851	26,906	16,962	131,146
Contact Us Form	8,900	896	1,179	1,327	788	954	726	1,686	2,054	1,272	19,782
Contact Us Information	501	227	329	275	212	179	165	333	325	235	2,781
If Taxes Were Sold	1,230	1,683	1,875	1,898	2,083	2,467	1,218	1,727	1,550	1,098	16,829
Annual Tax Sale Information	748	1,135	1,703	1,333	1,484	1,172	682	828	878	490	10,453
Homeowner Exemption Information	4,127	7,967	6,849	5,889	4,101	3,470	3,991	11,747	7,108	3,991	59,240
Apply for Refund Information	1,306	1,646	1,716	2,470	2,288	1,735	2,202	8,404	12,805	3,994	38,566
Research A Topic	1,839	1,596	1,509	1,143	875	523	999	10,925	2,816	1,062	23,287
News Article View	2,074	981	992	930	962	817	639	783	6,519	1,022	15,719
TPA Home Site	7,055	7,935	10,256	6,574	7,341	9,438	9,181	11,926	8,857	7,637	86,200
Community Bank Home (Teller View)	656	426	1,187	415	257	262	282	1,371	477	265	5,598
Tax Sale List	5,173	3,530	1,721	2,444	5,222	1,835	386	143	24	10	20,488
Exemption Results	10,802	11,521	13,794	7,614	7,049	5,001	6,452	25,644	19,068	8,767	115,712
PIN Summary	242,138	181,670	291,964	154,878	136,923	81,582	67,441	188,836	46,684	16,619	1,408,735
Estate Search	424	543	488	527	499	489	515	830	1,315	726	6,356
Sign up for email notification	767	586	353	300	267	201	202	606	421	260	3,963
Senior citizen homestead exemption	2,206	4,482	3,715	2,343	1,793	1,171	2,003	6,900	3,555	1,308	29,476
Senior citizen assessment freeze exemption	1,854	4,700	3,173	2,088	1,797	1,226	1,760	6,353	3,109	1,640	27,700
Due dates	6,056	7,187	7,348	6,338	5,643	7,848	13,327	11,352	6,206	3,581	74,886
Understanding your tax bill	2,957	2,578	2,305	1,930	1,516	1,493	1,972	3,271	1,920	1,370	21,312
Completed Uncashed Check Searches	316	460	604	662	394	314	183	420	3,869	1,167	8,389

*Through September 30, 2018

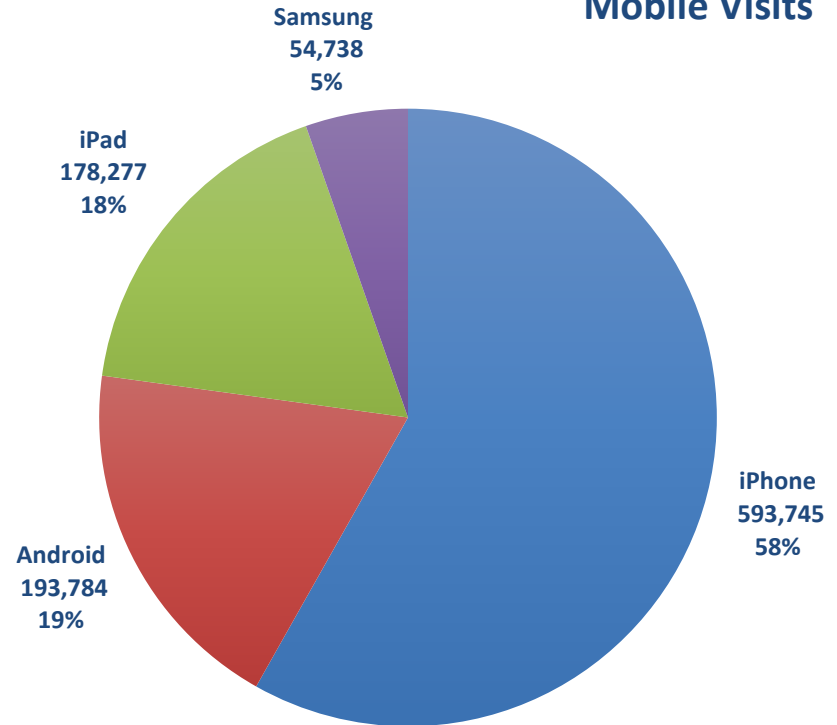
MOBILE WEBSITE (cookcountytreasurer.com)

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 December 1, 2017, there have been **more than 1 million** visits from mobile users.

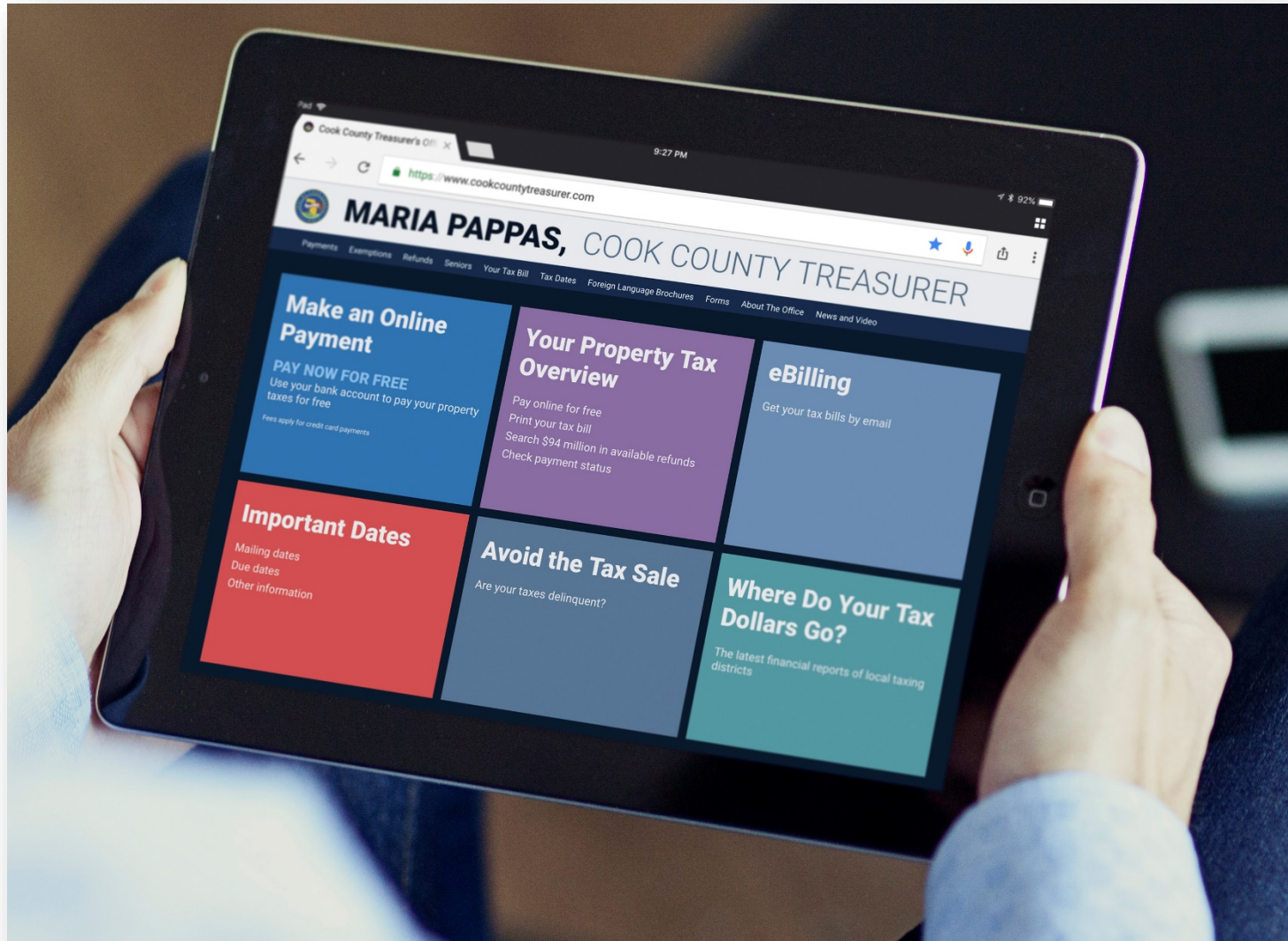
Mobile Visits



1,000,000

mobile device visitors to cookcountytreasurer.com

MOBILE WEBSITE (cookcountytreasurer.com)



FOREIGN LANGUAGE CONTENT

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

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

103 foreign languages
available on cookcountytreasurer.com

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

FOREIGN LANGUAGE CONTENT



MARIA PAPPAS, 库克郡司库

支付 豁免 退款 老年人 你的税单 纳税日期 外语手册 形式 有关Office 新闻和视频

做一个在线支付

现在先付清免费

使用您的银行帐户支付财产税免费

费用适用于信用卡支付

你的物业税概述

免费在线支付

打印税单

搜索在提供退款\$ 94万

检查付款状态

eBilling

通过电子邮件获取您的税单

重要的日子

邮寄日期

截止日期

其他信息

避免销售税

是你的税拖欠？

在哪里做你的税美元去？

地方税收区的最新财务报告

INFORMATIONAL BROCHURES

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

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

The informational brochures have been downloaded **490,916** times (foreign brochures downloaded 408,929 times) since 2006, and **2,975** times thus far in 2018.

The office has eliminated the need for translators since foreign language information is readily available.

408,929
foreign language brochure downloads

Language	Total (as of 9/30/18)
Albanian	8,945
Arabic	19,391
Assyrian	13,154
Bulgarian	13,000
Chinese	28,652
Croatian	21,277
Czech	7,460
English	81,987
German	9,778
Greek	10,208
Hindi	699
Italian	10,274
Japanese	2,855
Korean	23,189
Lithuanian	9,963
Polish	131,594
Romanian	14,537
Russian	18,148
Serbian	13,847
Slovakian	5,532
Spanish	27,266
Thai	3,513
Ukrainian	7,481
Urdu	8,166
Total Downloads	490,916

INFORMATIONAL BROCHURES



MARIA PAPPAS, COOK COUNTY TREASURER

Payments Exemptions Refunds Seniors Your Tax Bill Tax Dates Foreign Language Brochures Forms About The Office News and Video

Foreign Language Brochures

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

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



Οδηγός για το νέο ιδιοκτήτη
Οι κάτοικοι της κομητείας Κουκ (Cook)



Διαβάστε το λογαριασμό σας
Εντοπισμός των χρημάτων των φόρων σας



Φόρος ακινήτων
Οδηγός πληρωμών



Εξοικονόμηση των
χρημάτων σας

ELECTRONIC TAX BILL (PDF)

In July 2017, the Treasurer's Office began offering property owners the option to download or print their tax bill in PDF format.

The Website has produced nearly **625,000 electronic tax bills** since December 1, 2017.

12,169 electronic tax bills were generated on December 28, 2017, the highest number of bills produced on a single day.

Previously, requests for duplicate bills were printed in hard copy form and mailed to owners.

Month	Quantity
December 2017	72,793
January 2018	49,731
February 2018	83,492
March 2018	70,152
April 2018	54,139
May 2018	57,700
June 2018	79,445
July 2018	77,551
August 2018	46,097
September 2018	32,071
October 2018*	1,599
Total	624,770
*Through October 1, 2018	

624,770

electronic tax bill requests from taxpayers in FY2018

ELECTRONIC TAX BILL (PDF)



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#) [Exemptions](#) [Refunds](#) [Seniors](#) [Your Tax Bill](#) [Tax Dates](#) [Foreign Language Brochures](#) [Forms](#) [About The Office](#) [News and Video](#)

Your Property Tax Overview

[Overview - Payments](#)
[Download Your Tax Bill](#)
[Name or Address Change](#)
[Tax Exemptions](#)
[Delinquent Taxes](#)
[Overpayment Refunds](#)
[Overpayment Refund Status](#)
[Uncashed Checks](#)
[Taxing Districts' Financials](#)
[Property Tax Appeal Board Refunds](#)

GET A COPY OF YOUR COOK COUNTY PROPERTY TAX BILL

Property Index Number (PIN): 01-01- [BEGIN A NEW SEARCH](#)

Download Your Tax Bill

Open a PDF of your tax bill that can be printed and used to submit a payment in person or by mail

Tax Year 2017 Second Installment Due Wednesday, August 1, 2018

Stop receiving your tax bill by mail.

[Sign up for eBilling to receive future installment tax bills via email.](#)
[BEGIN A NEW SEARCH](#)
[Print](#)

DISCLAIMER: The information on this screen comes from many sources, few of which are in the control of the Cook County Treasurer's Office. The user assumes personal responsibility for their PIN, property location, taxpayer address, and payment amounts posted.

TOTAL PAYMENT DUE

\$1,006.43

By 08/01/2018

2017 Second Installment Property Tax Bill - Cook County Electronic Bill

Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
01-01-000-000-0000	148	29007	2017	(2018)	PALATINE	2-99

IF PAYING LATE, PLEASE PAY	08/02/2018-09/01/2018	09/02/2018-10/01/2018	10/02/2018-11/01/2018	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW
	\$1,021.53	\$1,036.63	\$1,051.73	

TAXING DISTRICT BREAKDOWN

Taxing Districts	2017 Tax	2017 Rate	2017 %	Pension	2016 Tax
MISCELLANEOUS TAXES					
Northwest Mosq Abatement Dist Wheeling	2.00	0.010	0.10%		1.89
Metro Water Reclamation Dist of Chicago	80.48	0.402	3.91%	9.80	76.90
Palatine Public Library	55.25	0.276	2.68%	5.20	50.76
Palatine Park District	131.52	0.657	6.38%	13.01	122.74
Miscellaneous Taxes Total	269.25	1.345	13.07%		252.29
SCHOOL TAXES					
Harper College Comm College 512 Palatine	85.08	0.425	4.13%		78.79
Township HS District 211 (Palatine)	584.96	2.922	28.39%	25.82	543.80
Community Consolidated SD 15 (Palatine)	724.29	3.618	35.16%	29.42	671.08
School Taxes Total	1,394.33	6.965	67.68%		1,293.67
MUNICIPALITY/TOWNSHIP TAXES					
Village of Palatine	250.04	1.249	12.14%	137.73	229.56
Road & Bridge Palatine	15.61	0.078	0.76%		14.96
General Assistance Palatine	2.00	0.010	0.10%		2.27
Town of Palatine	11.01	0.055	0.53%		10.23
Municipality/Township Taxes Total	278.66	1.392	13.53%		257.02
COOK COUNTY TAXES					
Cook County Forest Preserve District	12.41	0.062	0.60%	0.40	11.93
Consolidated Elections	6.21	0.031	0.30%		0.00
County of Cook	65.47	0.327	3.18%	22.02	59.87
Cook County Public Safety	21.82	0.109	1.06%		24.62
Cook County Health Facilities	12.01	0.060	0.58%		16.48
Cook County Taxes Total	117.92	0.589	5.72%		112.90
(Do not pay these totals)	2,060.16	10.291	100.00%		1,915.88

Automation Projects

Payments



AUTOMATION PROJECTS – PAYMENTS

In 1998, there were two payment options: mail and in-person at one of six office locations. Now, there are nine payment options.

1998

2 PAYMENT METHODS:

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

2019

9 PAYMENT METHODS:

- Mail to Lockbox
- In-Person at Chase (Nearly 400 Locations)
- In-Person at Community Banks (116 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, **more than 11.1 million** payments have been processed by lockbox.

11.1 million

payments processed by lockbox

Tax Year	Quantity
2017*	378,926
2016	469,095
2015	459,502
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	11,125,426
*On-Time Payment statistics are through August 1, 2018 (the Second Installment Due Date).	

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

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

14.1 million
payments accepted at bank branches

Tax Year	On-Time Payments	Late Payments	Total Payments
2017*	576,236	51,547	627,783
2016	637,102	83,451	720,053
2015	738,050	91,729	829,779
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	12,673,187	1,402,486	14,075,673

*Through October 1, 2018.

Payments may include prior tax years.

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).

116 banking locations throughout Cook County accept property tax payments.

More than 90,000 payments have been accepted at these locations since 2004.

90,000
payments at community banks

Tax Year-Installment	# of Community Bank Branches	# of Payments
2017-2	116	2,614
2017-1	116	2,680
2016-2	117	3,048
2016-1	120	2,919
2015-2	178	3,340
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		90,334

*Through October 1, 2018.

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 21.8 million** payments (**nearly \$60.5 billion**) since August 2003.

21.8 million

commercial user wire payments

Tax Year	Quantity	Dollar Amount
2017*	1,453,464	\$4,949,260,215
2016	1,477,447	\$4,796,620,456
2015	1,457,321	\$4,501,362,291
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	21,807,022	\$ 60,480,251,684

*Through October 1, 2018.

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 815,000** payments (**\$3.25 billion**) since 2007.

Tax Year	Quantity	Dollar Amount
2017*	49,211	\$ 292,346,884
2016	55,555	\$ 292,408,474
2015	60,281	\$ 312,461,721
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	815,600	\$ 3,256,968,268

*Through October 1, 2018.

815,000

commercial user ACH direct debit payments

AUTOMATION PROJECTS – PAYMENTS

Online Payments

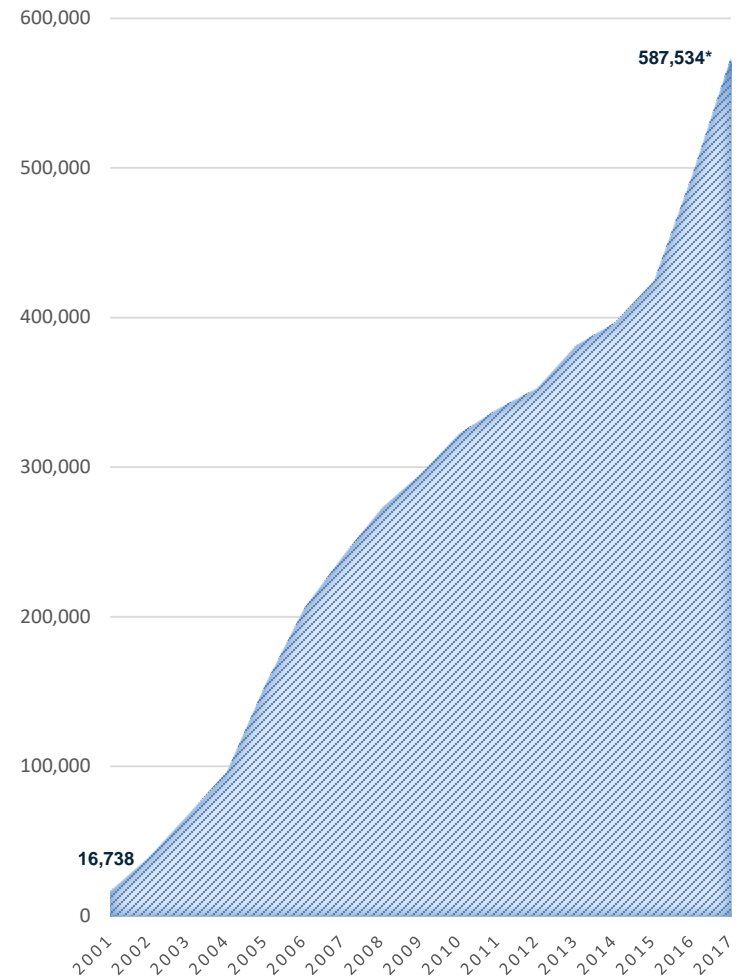
In March 2002, the Treasurer's Office introduced online payments for on-time payments. The office has collected **nearly 4.7 million payments through October 1, 2018.**

In January 2018, the Treasurer's Office removed the \$1.00 convenience fee for individual taxpayers paying online tax payments.

The result? More taxpayers now pay online than pay at a Chase Branch location.

587,534

online tax payments thus far for TY2017



*Through October 1, 2018 (please note taxpayers may continue to pay Tax Year 2017 taxes online).

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.

Property owners in the county may make delinquent payments via credit card year-round through the online payment channel.

A total of **222,000** credit card payments have been made totaling **more than \$526 million**.

Tax Year	Quantity	Dollar Amount
2017*	66,972	\$190,907,317
2016	64,052	\$143,672,948
2015	35,288	\$71,712,548
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	222,106	\$526,776,252
*Through October 1, 2018		

222,000
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.

Since 2007, there have been **more than 476,000** (**more \$1.2 billion**) subsequent tax payments.

IMPORTANT NOTE:

Property owners should redeem their sold taxes as quickly as possible to avoid additional costs from unpaid subsequent taxes.

Tax Buyers pay delinquent subsequent taxes following the Annual Tax Sale. Taxpayers are assessed 12 percent interest per installment per year on each tax amount paid by a buyer!

Tax Year	Quantity	Dollar Amount
2017*	30,597	\$80,707,808
2016	37,005	\$ 98,738,268
2015	47,936	\$ 120,812,504
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	476,208	\$ 1,236,768,002

*Through October 1, 2018.

476,000

subsequent taxes paid online by tax buyers

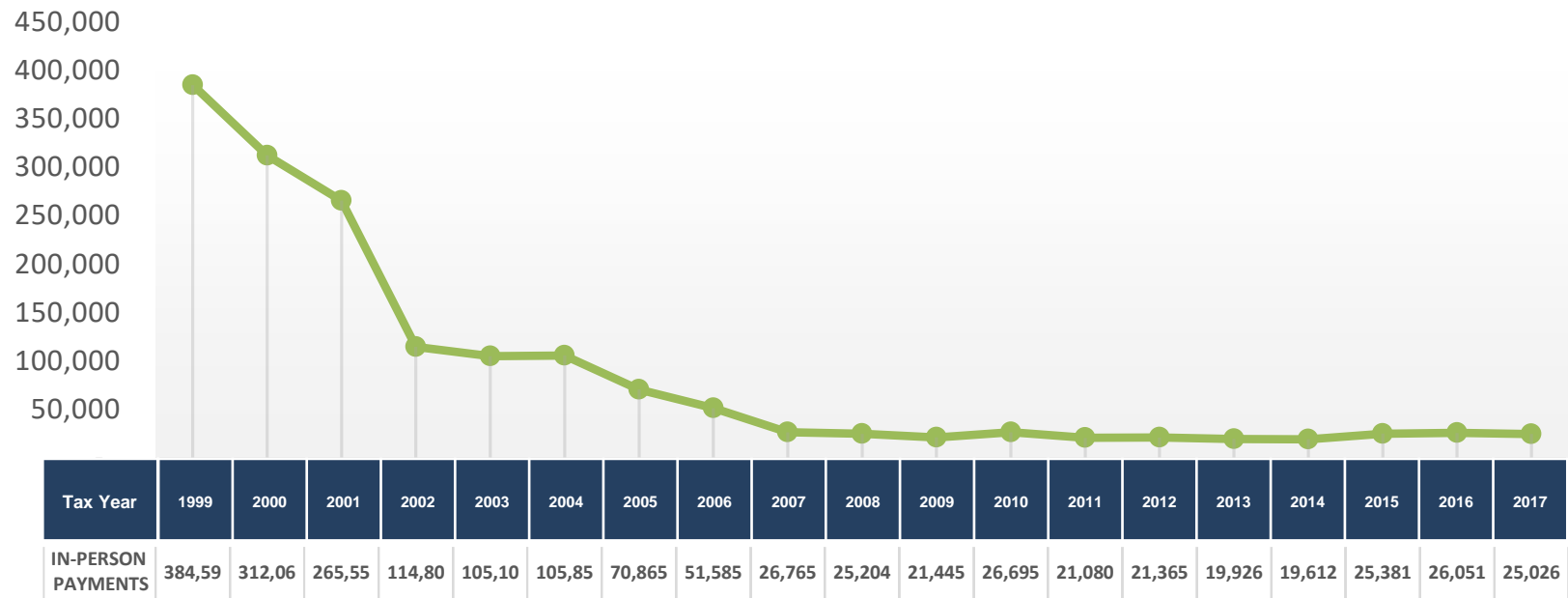
AUTOMATION PROJECTS – PAYMENTS

In-Person Payments

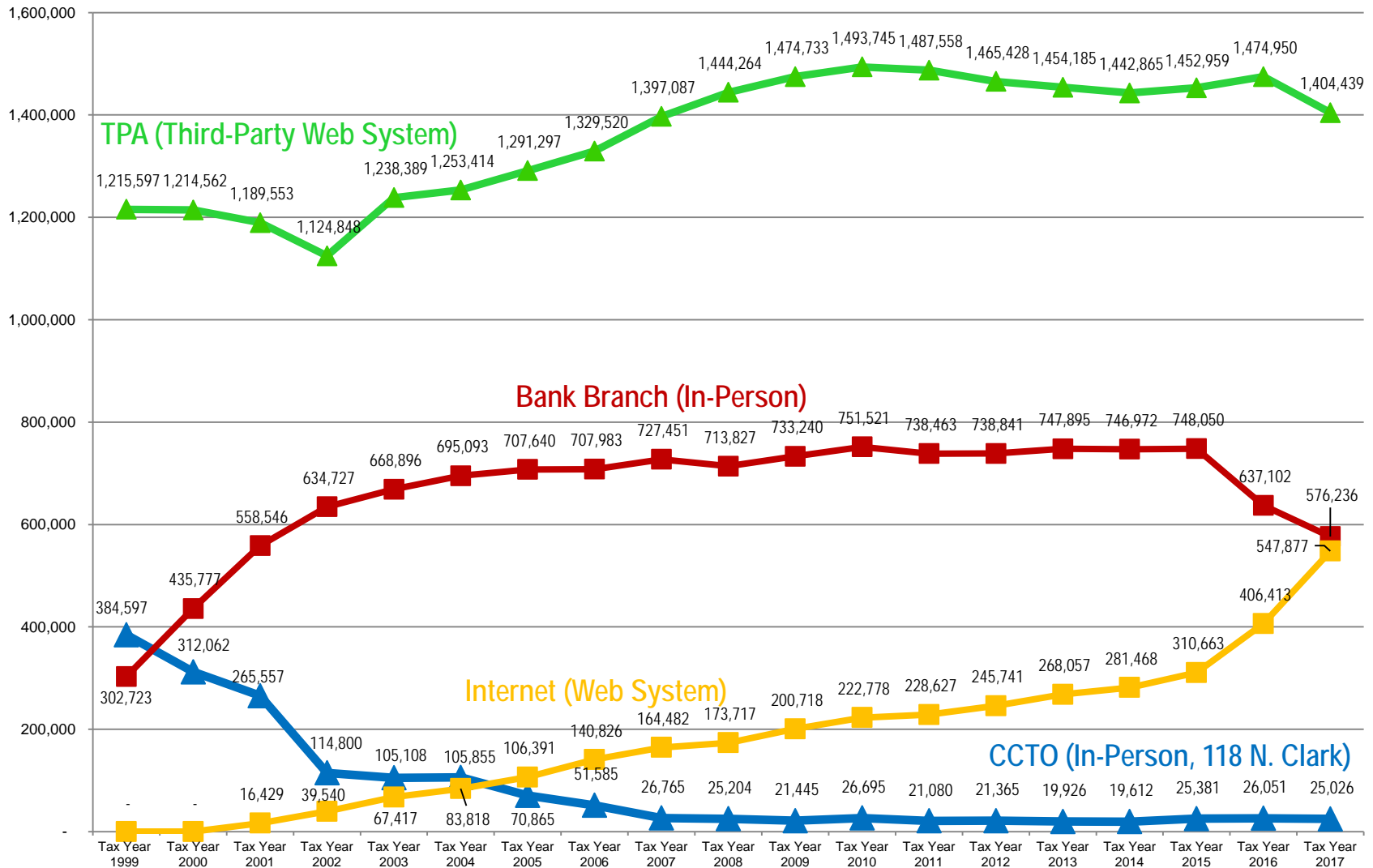
Because of many payment options available to taxpayers, the Treasurer's Office closed the five satellite offices at the end of 2005. The office had more than 384,000 in-person payments at its six office locations in 2000.

For Tax Year 2017, in-person, on-time payments tallied **25,000** at the Clark Street location – accounting for just 0.85 percent of more than 3 million total on-time payments. (Not including prepayments made in December 2017).

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



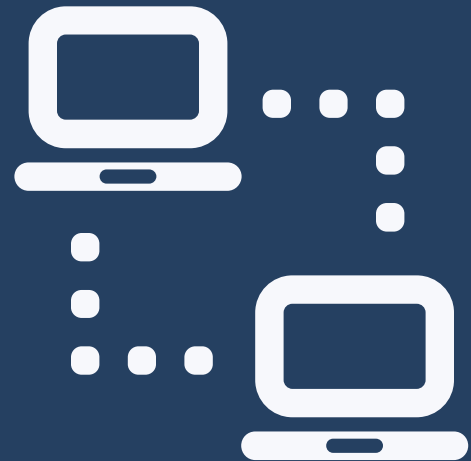
PAYMENT SOURCE TREND BY TAX YEAR (ON-TIME PAYMENTS)



On-time payments only.

Automation Projects

Systems



STOP TAXPAYER OVER PAYMENT SYSTEM (STOPS)

STOPS 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 resubmit payment only if legally responsible. When this occurs, the first payee is authorized to receive a refund.

Almost 80,000 payments (nearly \$354 million) that would have instead been issued as refunds have been stopped and returned since November 2010.

\$354 million
duplicate payments stopped from taxpayers

Tax Year/ Installment	Quantity	Dollar Amount
2017-2*	3,122	\$18,200,458
2017-1	3,735	\$26,868,737
2016-2	3,800	\$16,839,570
2016-1	3,146	\$18,109,387
2015-2	3,905	\$15,131,985
2015-1	3,096	\$14,779,332
2014-2	5,545	\$28,687,621
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	79,757	\$ 353,919,185
*Through October 1, 2018.		

STOP TAXPAYER OVER-PAYMENT SYSTEM (STOPS)

RCS Cash Register - v1.96.10 - Register 01

Cashier Information
0237 Tood Arrowsmith

Cash Report Information
Number 181009-01 Dated 10/10/2018

Transaction Information
Type Normal Transaction Entry
Number 5489
Dated 10/10/2018 Time 10:08 AM

M#	Activity	Description
001	00101	Current Tax Collection

Receiveable Entry - v1.96.10

Options Accessories

OCR (Scan Line)


Bill Information
PIN 102600800000000
Tax Type 0 - Current Real Estate Tax
Tax Year 2017

Total \$0.00

Paid
Due
Change

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

RCS Cash Register - v1.96.10 - Register 01

 TAXES (Tax Type 0) for this PIN are committed by TPA - MARTIN TITLE, would you like to continue your payment?

Yes No

000000018 W TOUHY AVE
SKOKIE, IL 60076
NILES

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

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

DOCUMENT IMAGING PROJECT

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		

CUSTOMER SERVICE – 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 150,000** emails since 2003.

150,000
emails by taxpayers

Calendar Year	Quantity
2018*	6,656
2017^	10,575
2016	3,830
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	150,288

*Through October 1, 2018.

^NOTE: The spike in 2017 can be attributed to **5,796 emails received in December 2017** with questions about the prepayment program and changes to federal tax laws.

CUSTOMER SERVICE – EMAIL SYSTEM

MARIA PAPPAS, COOK COUNTY TREASURER

Menu

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.

Prepayment Program

* Indicates required field

* Who's Inquiring?

Property Owner/Relative of Owner

* Property Index Number (PIN):

01 - 01 - 000 - 000 - 0000

Property Address:

123 S. Main Street

Apartment/Suite #:

City:

Chicago

State:

IL

Zip Code:

60602

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

Joe Taxpayer

* Email Address:

joe@taxpayer.com

(example: username@domain.com)

* Verify Email Address:

joe@taxpayer.com

* Telephone Number:

(123) 456 - 6820

☐ Remember my information on this computer

Submit

Reset

* Question:

What is the address for me to send my check in order to prepay my property tax bill?

MARIA PAPPAS, COOK COUNTY TREASURER

Menu

Prepayment of First Installment Cook County Property Taxes

Some taxpayers choose to prepay the First Installment tax for reasons such as winter travel or to increase their tax write-offs for the current year. Cook County taxpayers may choose to participate in the optional program of prepaying their First Installment taxes. The First Installment is an estimated bill equal to 55% of the prior year's total tax.

Four Ways to Prepay

Prepaying Online:

To prepay your first installment property taxes online, begin by entering your 14-digit Property Index Number (PIN) on the first page of the [Property Tax Overview](#). Payments are accepted from your bank account or credit card.

Prepaying by Mail:

Send your payment with an original prepayment tax bill or an [electronic PDF tax bill downloadable from this site](#) and mailed to:

Cook County Treasurer
PO Box 805436
Chicago, IL 60680-4155

Prepaying at Chase Branch:

You may pay at any Chase Bank in Illinois with an original prepayment tax bill or an [electronic PDF tax bill downloadable from this site](#).

Prepaying in Person:

You may submit your original payment coupon or an [electronic PDF tax bill downloadable from this site](#) and pay at the Cook County Treasurer's Office.

If you pay by escrow, contact your lender prior to attempting to prepay to avoid double payments. If your prepayment is received by December 31st, the First Installment tax bill which will be mailed in late January will reflect the prepayment. You may verify your payment status by selecting [Property Tax Overview](#) after February 1. Please note that the Treasurer's Office has authorization to reduce the amount of your check to prevent overpayment.

CUSTOMER SERVICE – CALL CENTER

In FY2018, the Treasurer's Customer Service Call Center has handled **259,212 phone calls through October 1, 2018.**

80.3% of the calls have been handled automatically by the system. **19.7%** have been answered by a Call Center Employee.

The most common question taxpayers ask is whether taxes have been paid or if there is a current balance due.

An all new Automated Phone System was installed in June 2015. Callers can select from English, Polish or Spanish and follow prompts to obtain specific PIN information such as amount due or refund amount available.

259,212

phone calls received in FY2018

BY THE NUMBERS



208,184

Phone calls to the Treasurer's Office that were answered automatically by the system.



51,028

Phone calls to the Treasurer's Office that were answered by a live Call Center employee.

CUSTOMER SERVICE – CALL CENTER

Live Phone Call Topic	Percentage of Live Calls	Year-to-Date Total*
Duplicate Bill (copy/ proof)	7.1%	3,604
Payment Instructions (incl. Hardship; partial payments)	14.5%	7,420
Payment Status 1 (paid, open, why \$0, NSF, prepay)	27.5%	14,025
Payment Status 2 (Caller referred to Web/Phone)	6.1%	3,139
On-Line Payments (paid, rejected, cancel payment, etc.)	6.2%	3,163
Name Change	4.8%	2,449
Tax Sale Date (Annual, Scavenger)	1.7%	874
Lost Checks (CCTO, Chase, Cancel/Re-issues, Currency Exchange)	1.4%	701
Penalty Waiver Request	1.3%	684
Transfer Information	1.4%	697
STOPS	0.2%	109
Refund Info (Do I have a refund/How to apply)	8.0%	4,072
Refund Info (Where is My Check?)	5.3%	2,700
Due Date and/or Amount	3.1%	1,570
Senior Deferral Info (how to apply, am I in, take me out, etc.)	0.6%	284
Mortgage Increased - Bank or Mortgage Company Directed to CCTO	0.3%	128
Chase Questions	1.1%	574
Other Offices Questions (asked of Treasurer's Office Staff)		
Assessment (bill too high)	0.7%	362
Exemption(s) not received	2.3%	1,153
Other Assessor Issues (property location, Certificate of Error, PIN)	2.1%	1,059
Clerk - Sold & Prior Year Taxes	1.9%	954
Recorder of Deeds	0.4%	226
Other	2.1%	1,081
Total Calls Answered	100%	51,028

*Through October 1, 2018.

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, Tax Research Cases and scanned images, such as payment coupons and checks, Name/Address change applications, and Returned Certified Mail images.



2,100,353

total number of unique PIN records available

PIN RESEARCH (INTERNAL PORTAL)

Cook County Treasurer's Office
Maria Pappas, Treasurer

Operations
Collections
Refunds
Tax Sale
Information Technology
Finance
Legal
Human Resources
Administration

My Quick Links

PIN Research (Property Summary)

Property Summary
PIN Summary
Request a Tax Bill
Image Searches
Advanced Searches
Advanced Tools
Elected Officials
Table Searches
PIN Lookup

PIN:
03 - 10 - - - 0000
Search
Reset

Search results for PIN 03-10--0000 (ALL TAX YEARS SHOWN)

WHEELING IL 60090-4729

PIN Summary

2017 Current Tax (Balance Due)

2016 Current Tax

2015 Current Tax

2014 Current Tax

2013 Current Tax

2012 Current Tax

2011 Current Tax

2010 Current Tax

2009 Current Tax

2008 Current Tax

2007 Current Tax

2006 Current Tax

2005 Current Tax

2004 Current Tax

2003 Current Tax

2002 Current Tax

2001 Current Tax

2000 Current Tax

1999 Current Tax

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 2017	3
Tax Year 2016	4
Tax Year 2015	4
Tax Year 2014	4
Tax Year 2013	5
Tax Year 2012	4
Tax Year 2011	4
Tax Year 2010	4
Tax Year 2009	4
Tax Year 2008	4
Tax Year 2007	4
Tax Year 2006	4
Tax Year 2005	4
Tax Year 2004	4
Tax Year 2003	4
Tax Year 2002	4
Tax Year 2001	4
Tax Year 2000	4
Tax Year 1999	4

☐ Post Penalty Envelope Images

No records have been found.

☐ Name Change Images

Tax Year 2017	1
Tax Year 2016	1

☐ Returned Certified Mail Images

No records have been found.

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	0
Historical Summary	25
Transaction History	-

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

Elected Officials

Commissioner - 14th County Board District
Gregg Goslin

State Representative - 59th Representative District
Carol Sente

State Senator - 30th Senate District
Terry Link

View Elected Officials Contact Directory

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 transactions are automatically added electronically.

4,765,458

total number of pages scanned



ELECTRONIC WARRANT BOOK

Home Contact Us

Cook County Government

Electronic Real Estate Tax Warrant Book



Cook County Real Estate Tax Warrant Information

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

 - - - -

Search

Reset

Search results for Property Index Number (PIN) 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

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

Property Address:

S EWING AVE
 CHICAGO IL 60617

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

Nearly 195,000 PINs have been sold through the automated sale system since 2008.

195,000


PINs sold at automated Tax Sale

Tax Year (Year Sale Held)	PINs Published/Sent Certified Notice	PINs Offered	PINs Sold
2016 (2018)*	52,637	33,332	10,970
2015 (2017)	68,199	38,283	11,031
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	731,157	450,184	194,178

*As a result of the Treasurer's continued outreach program, there were only **10,970 PINs sold at the April sale**, the fewest number sold.

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

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](#)

TAXING AGENCY EXTRANET

The Treasurer's Office distributes \$14 billion to some 2,200 taxing agencies throughout Cook County. The office developed the Taxing Agency Extranet to provide taxing agencies direct access to view data and access 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

Through October 1, 2018, there have been **123,982** visits to the site.

The purpose of the Taxing Agency Extranet site is to provide a transparent method for local government taxing agencies to access reports, data and other useful information within the Treasurer's Office.

123,982

visits to the Taxing Agency Extranet in FY2018

TAXING AGENCY EXTRANET



Cook County Treasurer's Office

MARIA PAPPAS, TREASURER

[My Reports](#) [Distribution Schedule](#) [Treasurer's Report](#) [TIF Surplus Info](#) [Liability Info](#) [User Management](#) [Agency Management](#) [Email Templates](#)

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

Run

Download

Statement of Distribution Report

Distribution Date

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.



\$141 billion

total debt of the 549 primary taxing agencies

DEBT DISCLOSURE ORDINANCE (DDO)



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Dates](#)
[Foreign Language Brochures](#)
[Forms](#)
[About The Office](#)
[News and Video](#)

Your Property Tax Overview

[Overview - Payments](#)
[Download Your Tax Bill](#)
[Name or Address Change](#)
[Tax Exemptions](#)
[Sold Taxes](#)
[Overpayment Refunds](#)
[Overpayment Refund Status](#)
[Uncashed Checks](#)
[Taxing Districts' Financials](#)
[Property Tax Appeal Board Refunds](#)

TAXING DISTRICTS' FINANCIAL STATEMENTS AND DISCLOSURES

Property Index Number (PIN): 31-15- [BEGIN A NEW SEARCH](#)

You may browse all the filings or look up a [specific local government](#).

[2017 First Installment Property Tax Bill](#)
[2017 Second Installment Property Tax Bill](#)
[Taxing Districts' Financial Statements and Disclosures](#)

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 View link 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.
- To perform a search on another PIN, go to the bottom of the page.

MISCELLANEOUS TAXES

- ☒ South Cook Mosquito Abatement Harvey
- ☒ Metro Water Reclamation Dist of Chicago
- ☒ Matteson Area Public Library District

Matteson Area Public Library District

FINANCIAL DATA

Fiscal Year:	2017	2016
Date Modified:	03/21/2018 04:22 PM	12/08/2017 03:50 PM
Gross Operating Budget Revenue:	\$3,940,883.00	\$1,273,722.00
Total Debts and Liabilities:	\$578,518.00	\$101,370.00
Page Reference:	9	7
Total Net Pension Liability:	\$392,742.00	\$24,843.00
Page Reference:	10	24
Total Debts and Liabilities (minus Total Net Pension Liability):	\$185,776.00	\$76,527.00
Total Number of Employees (Full-Time Equivalents):	27	22
Annual Financial Statement:	View	View

PENSION PLAN DATA

Pension Plan Name: IMRF
 Total Pension Retirees and Beneficiaries: 1

DEBT DISCLOSURE ORDINANCE (DDO)



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#) [Exemptions](#) [Refunds](#) [Seniors](#) [Your Tax Bill](#) [Tax Dates](#) [Foreign Language Brochures](#) [Forms](#) [About The Office](#) [News an](#) [>](#)

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 2 taxing district records (filtered).

Taxing District	Fiscal Year	Date Modified
 Arbor Park School Dist 145 (Oak Forest)	2017	12/19/2017 11:03 AM
 Arbor Park School Dist 145 (Oak Forest)	2016	12/16/2016 11:11 AM

[<](#) [>](#)

[First](#) [Previous](#) [1](#) [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.

DEBT DISCLOSURE ORDINANCE (DDO) DATA – FIRST INSTALLMENT

TOTAL AMOUNT BILLED		2017 First Installment Property Tax Bill						
\$	1,371.14	Property Index Number (PIN) 18-03-213-000-0000	Volume 075	Code 21271	Tax Year 2017	Payable In 2018	Township LYONS	Classification 5-97
Please click this LINK for Payment Status.								LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW
TAXING DISTRICT DEBT AND FINANCIAL DATA								
Your Taxing Districts	Money Owed by Your Taxing Districts	Pension and Healthcare Amounts Promised by Your Taxing Districts	Amount of Pension and Healthcare Shortage	% of Pension and Healthcare Costs Taxing Districts Can Pay				
Des Plaines Valley Mosq Abat Dist Lyons	31,092	2,855,845	(31,092)	101.09%				
Metro Water Reclamation Dist of Chicago	3,426,792,000	2,646,412,000	1,210,430,000	54.26%				
Dupage Comm College 502 (Roselle)	290,844,584	11,894,865	11,894,865	0.00%				
Lyons Township High School District 204	26,794,820	85,298,419	16,266,886	80.93%				
Lyons School District 103	22,023,646	17,902,668	4,981,039	72.18%				
Village of Brookfield	36,869,017	89,016,105	36,738,583	58.73%				
Town of Lyons	9,563,620	6,193,994	6,193,994	0.00%				
Cook County Forest Preserve District	225,066,359	483,567,655	292,365,257	39.54%				
County of Cook	6,147,298,640	26,097,192,397	17,454,148,122	33.12%				
Total	10,185,283,778	29,440,333,948	19,032,987,654					
TAX CALCULATOR								
2016 Total Tax	2,492.98	The first installment amount is 55% of last year's total taxes. All exemptions, such as homeowner and senior exemptions, will be reflected on your second installment tax bill.						
2017 Estimate	x 55%							
2017 1st Installment (Payable In 2018)	= 1,371.14							
PROPERTY LOCATION								
OGDEN AVE BROOKFIELD IL 60513								

TIF INFORMATION ON TAX BILLS – SECOND INSTALLMENT

TOTAL AMOUNT BILLED		2017 Second Installment Property Tax Bill						
\$	944.71	Property Index Number (PIN) 18-03-213-000-0000	Volume 075	Code 21271	Tax Year 2017	Payable In 2018	Township LYONS	Classification 5-97
Please click this LINK for Payment Status.							LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW	
TAXING DISTRICT BREAKDOWN								
Taxing District	2017 Tax	2017 Rate	2017 %	Pension	2016 Tax			
MISCELLANEOUS TAXES								
Des Plaines Valley Mosq Abate Dist Lyons	3.06	0.015	0.13%	0.20	3.28			
Metro Water Reclamation Dist of Chicago	81.99	0.402	3.54%	9.99	78.35			
Miscellaneous Taxes Total	85.05	0.417	3.67%		81.63			
SCHOOL TAXES								
DuPage Comm College 502 Roselle Burr Rdg	52.62	0.258	2.27%		60.40			
Lyons Township High School District 204	408.10	2.001	17.62%	12.84	455.22			
Lyons School District 103	1,032.39	5.062	44.58%	53.23	1,118.45			
School Taxes Total	1,493.11	7.321	64.47%		1,634.07			
MUNICIPALITY/TOWNSHIP TAXES								
TIF-Brookfield-Ogden Ave	0.00	0.000	0.00%		0.00			
Brookfield Library Fund	111.97	0.549	4.83%	6.11	121.76			
Village of Brookfield	466.23	2.286	20.13%	145.62	496.70			
Lyons Mental Health	18.36	0.090	0.79%		21.23			
Road & Bridge Lyons	8.16	0.040	0.35%		9.07			
General Assistance Lyons	0.00	0.000	0.00%		0.58			
Town of Lyons	12.85	0.063	0.55%		12.93			
Municipality/Township Taxes Total	617.57	3.028	26.65%		662.27			
COOK COUNTY TAXES								
Cook County Forest Preserve District	12.64	0.062	0.55%	0.40	12.16			
Consolidated Elections	6.32	0.031	0.27%		0.00			
County of Cook	66.69	0.327	2.90%	22.43	60.97			
Cook County Public Safety	22.23	0.109	0.96%		25.09			
Cook County Health Facilities	12.24	0.060	0.53%		16.79			
Cook County Taxes Total	120.12	0.589	5.21%		115.01			
(Do not pay these totals)	2,315.85	11.355	100.00%		2,492.98			
TAX CALCULATOR								
2017 First Installment	1,371.14							
2017 Second Installment	+ 944.71							
Total 2017 Tax (Payable In 2018)	= 2,315.85							
PROPERTY LOCATION								
OGDEN AVE BROOKFIELD IL 60513 2149								

COUNTY PROPERTY TAX PORTAL

The Treasurer's Office developed and manages the Property Tax Portal 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 19.4 million** times since April 1, 2012. Thus far in 2018, visitor traffic has averaged **9,500** visitors per day.



19.4 million

visitors to the Property Tax Portal

COUNTY PROPERTY TAX PORTAL

Cook County
Property Tax Portal

Custom 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

06/30/2017

TREASURER'S OFFICE
Web Payments for Property Taxes Jump 13.2%, Pappas Says
[Learn More](#)

01/30/2017

TREASURER'S OFFICE
Property Tax Bills Due March 1 Show Local Government Debt, Pappas Says

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

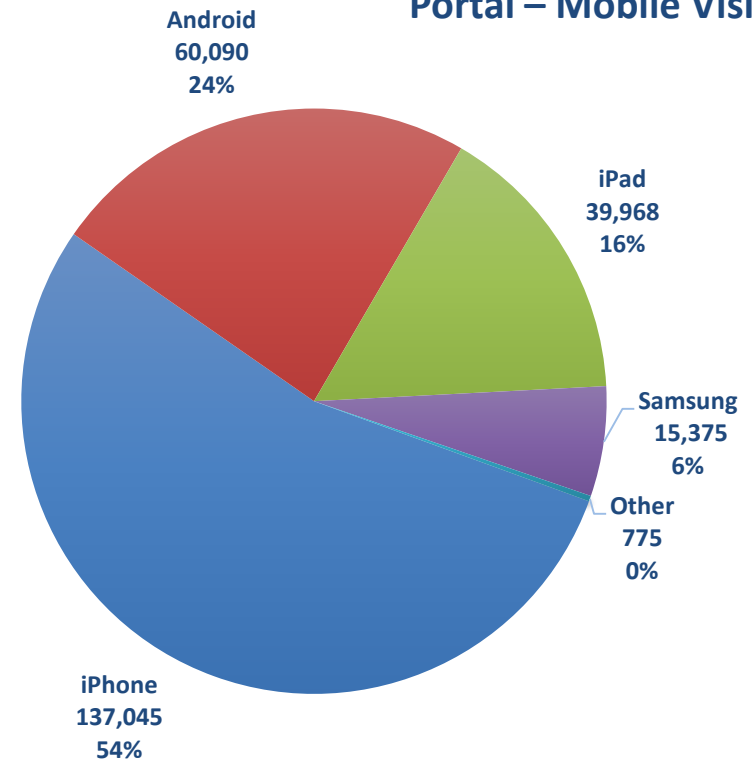
72

COUNTY PROPERTY TAX PORTAL – MOBILE

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

From December 1, 2017 to October 1, 2018, there have been **253,253 visits** from mobile users (**almost 1,000 per day**).

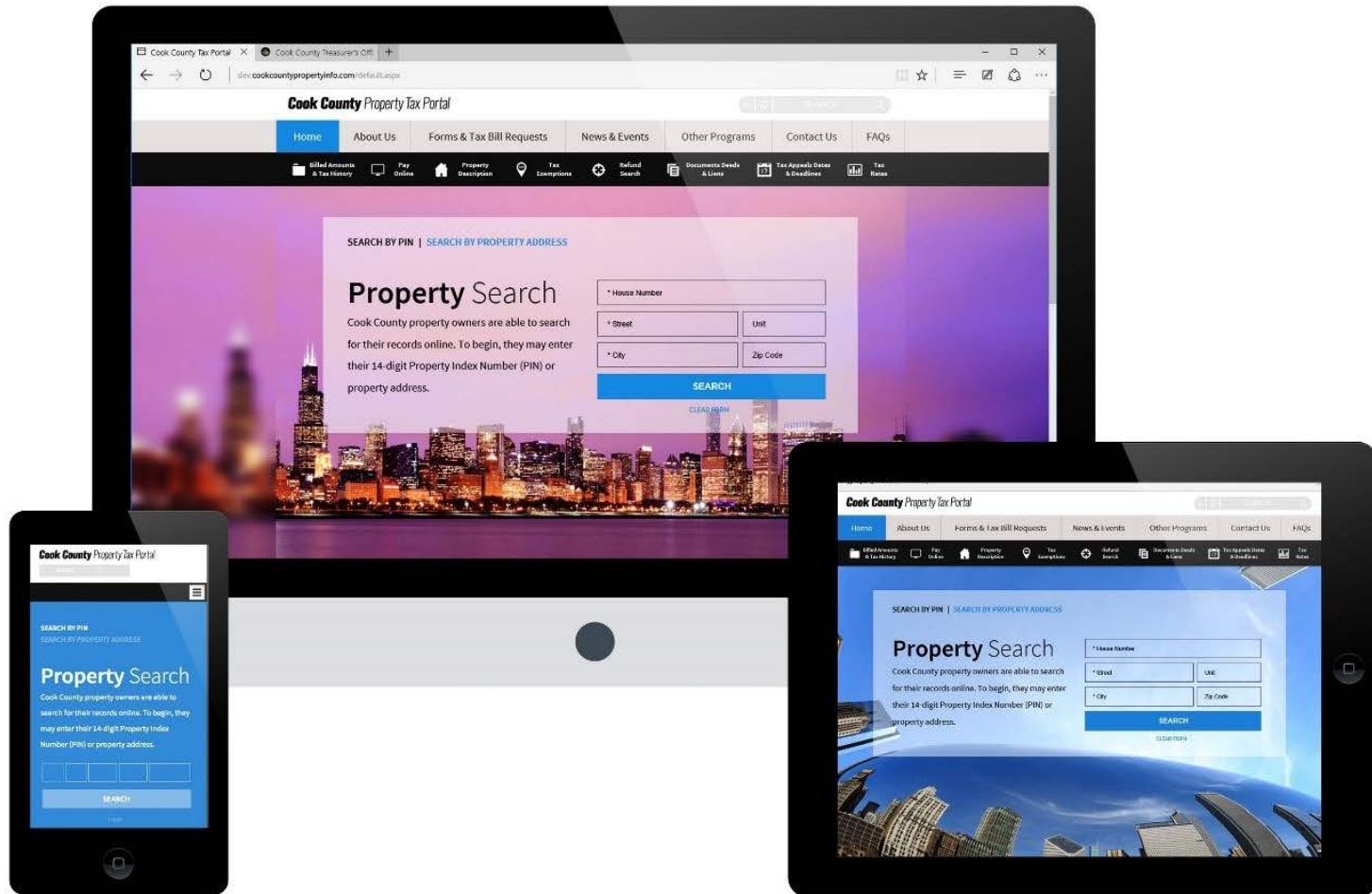
Portal – Mobile Visits



253,253

visits to the Property Tax Portal from a mobile device

COUNTY PROPERTY TAX PORTAL – 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 on the website.

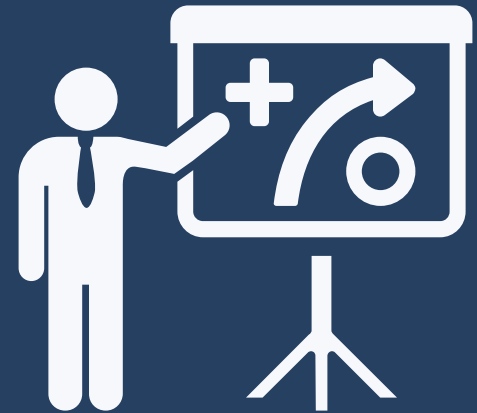
The additional level of transparency allows the public to view who is requesting information and what type of information they are requesting.

The log is updated daily in PDF format.

FREEDOM OF INFORMATION ACT (FOIA) LOG

Cook County Treasurer's Office FOIA Request Log Maria Pappas, Treasurer					Last Updated: 9/24/2018
Request Number	Date Received by CCTO	Requestor	Affiliation	Request	General Category
18-0845	6/15/2018	Matthew Moresi	Tsonis & Associates, LLC	9 PINs, TY 2014-2017, PIN payment summary reports and payment images	payment history
18-0846	6/15/2018	Mark Holtzman		22 PINs, TY 2005-2015, PIN payment summary report and payment images	payment history
18-0847	6/18/2018	Robin C. Hagan		Mailing address for all law firms in zip codes 60602 and 60603	mailing information
18-0848	6/18/2018	Sandra Gibson		2016 Annual Tax Sale forfeited PINs list	tax sale

Focus On Budget



FY1998 BUDGET COMPARISON

The Office had 250 employees in FY1998.

If the office maintained its staff of 250, the FY2019 budget would be **\$47 million**.

Instead, the office has 86.5 positions and a budget of **\$12.7 million** in FY2019. Only about \$860,000 comes from taxpayer revenues while \$11.8 million comes from commercial user fees.

Since FY2008, the Treasurer's Office has used \$89.3 million in commercial user fees to fund itself and automation efforts. The office is more than 90 percent self-funded and **the goal continues to be an entirely self-funded office** that is independent of any taxpayer-funded sources.

\$47 million

would be the budget with 1998's employment

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

\$47 million

Instead, the office has 86.5 positions and the FY2019 budget **IS:**

\$12.7 million

PERSONNEL COSTS

The biggest portion of the Treasurer's Office FY2019 budget comes from personnel costs – salaries and fringe benefits, such as health, vision, dental and life insurance.

These personnel costs comprised **75 percent of the FY2019 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 (COLAs) 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, COLAs and fringe benefits.



75 percent
of the Treasurer's budget is personnel costs

EMPLOYEE COMPENSATION HISTORY

	Grade	Step	Salary of an Employee in FY1998	Salary of same Employee in FY2018 (after COLAs)	Increase (from FY1998)	% of Increase (from FY1998)
NON-UNION	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%

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%	
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.

FRINGE BENEFIT COMPARISON

If the Treasurer's Office maintained 250 employees, the fringe benefit obligations would be approximately **\$6.3 million** in FY2019. Instead, the benefits in the budget for FY2019 are \$1.9 million, of which \$1.7 million is paid out of the Treasurer's Automation Budget.

Benefit	FY1998 Average Cost Per Employee	FY2019 Average Cost Per Employee	Increase (\$)	Increase (%)
Medicare	\$290	\$1,480	\$1,190	410%
Pension	\$3,977	\$8,740	\$4,763	120%
Life Insurance	\$127	\$150	\$16	13%
Health/Pharmacy Insurance	\$3,352	\$14,156	\$9,174	274%
Dental Insurance	\$119	\$446	\$351	295%
Vision Insurance	\$91	\$108	\$18	20%
Total	\$7,955	\$25,079	\$17,124	215%

\$6.3 million

cost of benefits if the office had 250 employees in FY2019

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
 - FY2019 Budget: \$867,096
- 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
 - FY2019 Budget: \$11,846,309

Since FY2008, the Treasurer's Office has continually reduced the 060 Corporate Account by shifting costs to the 534 Automation Account. **The goal continues to be an entirely self-funded office** that is independent of any taxpayers-funded sources. *Many governmental entities simply raise property taxes instead of creating alternative funding sources and reducing their budgets.*

POSITION COUNT

The Automation Projects of the Treasurer's Office have resulted in a decrease in headcount from 250 positions in FY1998 to 86.5 in FY2019, a reduction of **65.4 percent**.

FY1998 – 250 POSITIONS



FY2019 – 86.5 POSITIONS

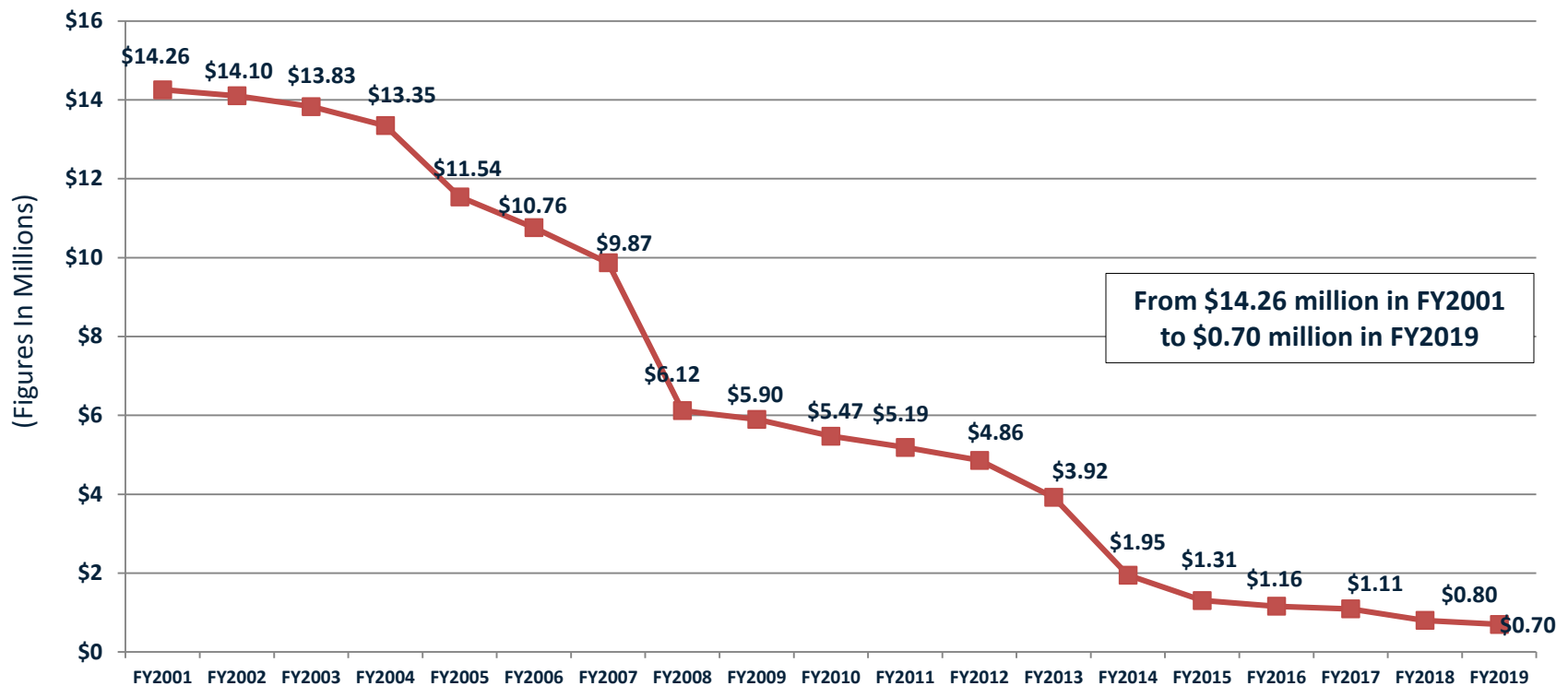


FY2019 REDUCE CORPORATE BUDGET

FY2019 marks the 18th consecutive year that the request for 060 Corporate Account funding, excluding fringe benefits, has been reduced.

- From \$797,851 in FY2018 to \$698,855 in FY2019, not including fringe benefits

060 Corporate Account Budget Requests (since FY2001)



ACCOUNT SUMMARY – 060 CORPORATE ACCOUNT

FY2019 Department Account Summary Including Fringe Benefits

060

OA	Description	2018 Adjusted	2019 Request	Difference
501005	Salaries and Wages of Employees With Benefits	\$710,324	\$623,627	(\$86,697)
501165	Planned Salary Adjustment	\$3,513	\$3,121	(\$392)
501510	Mandatory Medicare Cost	\$10,656	\$9,322	(\$1,334)
501585	Insurance Benefits	\$153,075	\$158,919	\$5,844
501765	Professional Develop/Fees	\$3,364	\$3,498	\$134
520029	Armored Car Service	\$33,829	\$34,875	\$1,046
520485	Graphics and Reproduction Services	\$9,690	\$9,690	\$0
520725	Loss and Valuation	\$8,160	\$11,100	\$2,940
530100	Wearing Apparel	\$4,850	\$0	(\$4,850)
530635	Books, Periodicals and Publish	\$3,150	\$3,240	\$90
530700	Multimedia Supplies	\$204	\$204	\$0
540129	Maintenance and Subscription Services	\$9,215	\$9,500	\$285
Total on Department:		\$950,030	\$867,096	(\$82,934)
				Decrease: 8.73%

ACCOUNT SUMMARY – 534 AUTOMATION ACCOUNT

FY2019 Department Account Summary

534

OA	Description	2018 Adjusted	2019 Request	Difference
501005	Salaries and Wages of Employees With Benefits	\$6,997,712	\$7,058,151	\$60,439
501165	Planned Salary Adjustment	\$8,513	\$1,146	(\$7,367)
501210	Planned Overtime Compensation	\$10,000	\$10,000	\$0
501225	Planned Benefit Adjustment	\$598,673	\$598,673	\$0
501510	Mandatory Medicare Cost	\$100,214	\$105,369	\$5,155
501585	Insurance Benefits	\$893,832	\$995,628	\$101,796
501765	Professional Develop/Fees	\$48,052	\$12,552	(\$35,500)
520149	Communication Services	\$6,250	\$15,510	\$9,260
520485	Graphics and Reproduction Services	\$700,000	\$700,000	\$0
520609	Advertising and Promotions	\$4,080	\$104,080	\$100,000
520825	Professional Services	\$867,000	\$695,000	(\$172,000)
521005	Professional Legal Expenses	\$15,000	\$15,000	\$0
530100	Wearing Apparel	\$0	\$10,000	\$10,000
530600	Office Supplies	\$30,600	\$90,600	\$60,000
530635	Books, Periodicals and Publish	\$73,491	\$65,955	(\$7,536)
540129	Maintenance and Subscription Services	\$626,894	\$853,879	\$226,985
540345	Property Maintenance and Operations	\$306,000	\$40,000	(\$266,000)
550005	Office and Data Processing Equip Rental	\$67,300	\$67,300	\$0
550029	Countywide Office and Data Processing Equip Rental	\$20,973	\$21,619	\$646
560220	Computer and Data Processing Supplies	\$354,287	\$119,780	(\$234,507)
560240	Furniture Supplies	\$0	\$0	\$0
580031	Reimbursement Designated Fund	\$0	\$0	\$0
580050	Cook County Administration	\$256,067	\$256,067	\$0
580235	Public Programs and Events	\$0	\$10,000	\$10,000
Total on Department:		\$11,984,938	\$11,846,309	(\$138,629)
				Decrease: 1.16%

Projects



FY2019 - FY2021 FUTURE PROJECTS

Integrated Property Tax System

Description:

The Treasurer's Office supports the President's initiative to replace the MIS Mainframe with the Integrated Property Tax System to be used by all of the property tax offices.

The office has provided significant resources toward the project effort, and joined with the other elected officials to express concern for the direction of the project in a letter to Tyler Technologies in September 2018. See the following page for the text.

Benefits:

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



FY2019 - FY2021 FUTURE PROJECTS



Maria Pappas
Cook County Treasurer

September 6, 2018

John Marr Jr.
Executive Chairman of the Board
Tyler Technologies
5101 Tennyson Parkway
Plano, TX 75024

Dear Mr. Marr:

We are writing this letter to express our shared concerns with the Integrated Property Tax System (IPTS) Project and the ability of Tyler Technologies to deliver a complete solution for Cook County.

The Cook County Board of Commissioners approved the contract with Tyler on September 8, 2015. It has been nearly three years since the award but, Tyler has little to show for it. The project was cast in two phases: the Cook County Assessor's functionality scheduled to go live in early December 2018, and the Cook County Clerk and Treasurer slated for December 2019.

The Monthly Project Health Assessment Reports produced by the Grant Thornton Independent Validation & Verification (IV&V) Team has consistently reported the deficiencies of the project and reported how far behind the project is. These reports, along with the observations of staff assigned to the project, lead us to doubt Tyler can deliver what is expected of the \$30 million project.

At the Quarterly Review meeting held on June 26, 2018, it was reported the project was 17 percent behind schedule. Mark Hawkins and Brian Litfin assured everyone present that Tyler would take every necessary step – including adding additional resources to the project – to catch up. The latest IV&V report, however, reveals the project is 28 percent behind schedule as of July 31, 2018. This is unacceptable.

It was only recently that Tyler made the change on the Assessor's test system to use the label of "PIN," despite the continued demand from my office and others. For months, the system contained the label of "Parcel ID" or "ParID." The test system in fact still displays the incorrect labels of "Parcel ID" or "ParID" in areas. If Tyler cannot get this correct, what confidence can we have in your ability to get the rest of the project's configurations, calculations and local nuances properly set up? This is unacceptable.

It is extremely difficult to keep working on a project when we have not been able to access a comprehensive test environment. The Assessor is just three months from the planned go-live. The Assessor has advised that it has been fully compliant to date and has signed off on all currently required deliverables, yet very little functionality has been turned over for staff to test. The formal Tyler testing phase is already behind schedule. The Clerk and Treasurer are 15 months from the implementation date yet none of the screens or functionality have been developed. Tyler has indicated multiple times the Assessor's phase

would be much less to configure while the Clerk and Treasurer require the most customization. This is unacceptable.

Furthermore, the Treasurer's Office is planning to implement Tyler Cashiering as part of the project. Seemingly, Tyler Cashiering would work in tandem with the Integrated Property Tax System. The problem is that Tyler has yet to assign a qualified Tyler Cashiering resource to work with Treasurer's staff to assemble requirements for the cashiering system. This is unacceptable.

The three offices work in tandem with the Cook County Recorder of Deeds Office on certain tasks. The current duties of the Recorder will be merging with the County Clerk's operation in 2020. Tyler has yet to develop a thorough plan for the development of Recorder's interfaces and how the Recorder's data will be shared in the planned system. This is unacceptable.

Cook County contains the second-largest property tax collection process in the United States. It would seemingly be within Tyler's best interest to get this project right from the get-go by assembling the strongest team to the project. Instead, there have been resource challenges throughout the project. In three-years, the Tyler team has had four different project managers. This is unacceptable.

There are less than 70 working days until the Assessor is to go-live. Our offices agree that the entire project is in peril and share the same concerns expressed in this letter. It is extremely important that your team evaluate as soon as possible whether or not the project can meet its targets or not. The Assessor, Clerk and Treasurer cannot and will not accept a product that does not contain all the functionality contained within the Statement of Work from Tyler.

We look forward to your response.

Sincerely,

Maria Pappas
Cook County Treasurer

David Orr
Cook County Clerk

Joseph Berrios
Cook County Assessor

Karen Yarbrough
Cook County Recorder of Deeds

cc: Toni Preckwinkle, Cook County President
Cook County Board of Commissioners
John Keller, Chief of Staff – Office of the Cook County President
Tom Lynch, Cook County Chief Information Officer
Andrew Teed, President, Enterprise Group and Appraisal & Tax Division – Tyler Technologies
Mark Hawkins, Sr. Vice President of Software Operations – Tyler Technologies

FY2019 - FY2021 FUTURE PROJECTS

Expansion of Automatic Refunds

Description:

In 2018, the Treasurer's Office began issuing electronic refunds to taxpayers directly to the bank account or credit card account used to submit payment.

Going forward, the Treasurer's Office will expand its utilization of electronic refunds for future tax years and installments.

The office has also compiled a team of employees to identify prior year overpayments and refunding via electronic methods.

Benefits:

- Faster refunds for taxpayers as funds deposited directly into accounts.
- Eliminates the need for manual checks.
- Saves postage.

Search results for PIN 14-17-

and Tax Year 2016

Add a new note or taxpayer inquiry

Add a new tax research case

Tax Year: 2016
Tax Type: Current Tax (00)
Tax Status: Taxable Parcel
Volume: 478
Classification: 2-99

Mailing Address:

CHICAGO, IL 60640-7555

Property Address:

CHICAGO, IL 60640-7555

Original Tax Amount
First Installment: \$464.51
Second Installment: \$333.48
Total Original Tax Amount: \$797.99

Tax Year: 2016
Assessed Valuation: 3,823
Equalized Valuation: 10,717
Total Tax Amount: \$797.99
Tax Rate: 7.446
Tax Code: 73064
Exemptions
Homeowner: \$0.00
Senior Citizen: \$0.00
Senior Citizen Freeze: \$0.00

	First Installment	Second Installment
Tax Amount:	\$0.00	(\$333.48)
Penalty:	\$0.00	\$0.00
Cost:	\$0.00	\$0.00
Amount Due:	\$0.00	(\$333.48)

OVERPAYMENT: (\$333.48)

TAX REFUND AVAILABLE: (\$333.48)

Transaction History

Tax Year	PMT	Payment Date	Tax Amount	Penalty	Cost	Total	Serial Number	Payment Source
2016	P1	02/24/2017	\$464.51	\$0.00	\$0.00	\$464.51	022817078000	TPA (600)
2016	P2	07/27/2017	\$333.48	\$0.00	\$0.00	\$333.48	072817503880	INTERNET (700)
2016	P2	07/31/2017	\$333.48	\$0.00	\$0.00	\$333.48	080117013909	TPA (600)

FY2019 - FY2021 FUTURE PROJECTS

Outsource Tax Bill Printing

Description:

The Treasurer's Office intends to seek proposals for a vendor to print the bi-annual 1.8 million tax bills offsite instead of internally.

Printing can be accomplished through a more efficient, streamlined process.

By having a vendor assume printing, there would be no need to print the form first, and then add the PIN detail as a separate process.

Ideally, printing, folding, inserting and mailing can all be handled as a single process.

Benefits:

- Streamline and increase efficiency of bill printing process.
- Reduce internal costs and processing time.



FY2019 - FY2021 FUTURE PROJECTS

Name of Project:	Online Payment “Shopping Cart” Enhancements
Description:	Create a payment channel that will allow non-mortgage/title company/3rd party taxpayers who own multiple properties to pay online in one single, easy transaction. Also, permit online payers to schedule a payment in advance.
Benefit(s):	<ul style="list-style-type: none"> • Eliminates a user from having to make payment transactions one at a time. • Reduces payment processing time.

Name of Project:	Simplified Online Payment Process
Description:	Modification of the current online payment process to reduce the number of screens visible to taxpayers and revise and simplify important payment messages.
Benefit(s):	<ul style="list-style-type: none"> • Decrease the payment checkout time. • Eliminate redundant messaging. • Provide simplified checkout experience.

Name of Project:	Automate the Over-Assessment Certificate of Error (C of E) Process
Description:	Automate C of E over-assessments much as homestead exemption C of E's are automated.
Benefit(s):	<ul style="list-style-type: none"> • Streamline and increase efficiency by eliminating the manual application and processing requirements currently in place.

Name of Project:	Returned Mail Module – Additional Enhancements
Description:	The office developed the Returned Mail Research module to assist with researching tax bills returned by the U.S. Postal Service. Additional functionality will introduce artificial intelligence (AI) to the process. It will also provide automatic updating of updated, valid mailing name and addresses.
Benefit(s):	<ul style="list-style-type: none"> • Streamline and increase efficiency.

Name of Project:	C Fund Account Transition
Description:	Treasurer’s Office will transition the C Fund from Bank of America to Citi.
Benefit(s):	<ul style="list-style-type: none"> • Implementation will greatly reduce cost, increase investment yield on investable dollars, and streamline current cash management operations under current account holder.

FY2019 - FY2021 FUTURE PROJECTS

Name of Project:	Office Wide Bankruptcy Automatic Stay Compliance – Phase 2
Description:	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):	<ul style="list-style-type: none"> Facilitate compliance with federal bankruptcy law.

Name of Project:	Automation of the Scavenger Sale
Description:	Automate the bi-annual Scavenger Sale to reduce time and resources dedicated to conduct the sale.
Benefit(s):	<ul style="list-style-type: none"> Streamline and increase efficiency.

Name of Project:	NSF Batch Processing
Description:	Eliminate the manual data entry of NSF's into MIS through automation efforts.
Benefit(s):	<ul style="list-style-type: none"> Automatically load NSF transactions into MIS instead of through a manual process.

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

Name of Project:	PIN Research – Additional Enhancements
Description:	PIN Research was re-launched in 2013. The Treasurer's Office continues to build upon its foundation and provide more functionality and additional data that users would like to see within the application.
Benefit(s):	<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 email a PDF tax bill, and track stats for the same process CRM/Correspondence History – log of taxpayer contact with the office

FY2019 - FY2021 FUTURE PROJECTS

Name of Project:	Automation of Transfers
Description:	Identify and provide periodic reports of potential transfers of payments utilizing data from the MIS.
Benefit(s):	<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 be posted properly.
Name of Project:	Streamline Payments from Online Bill Payment Sites
Description:	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):	<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:	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):	<ul style="list-style-type: none"> • Reduce cashiering errors. • Eliminate manual entry.
Name of Project:	Online Open Item Bill Payments
Description:	Enhance online payment system to allow taxpayers to pay open older years electronically based on data from the Treasurer and Clerk.
Benefit(s):	<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.
Name of Project:	ATM/Kiosk Tax Payments
Description:	Create a kiosk/ATM to service cash and other under banked taxpayers for property tax collections
Benefit(s):	<ul style="list-style-type: none"> • Provides additional, convenient payment option to taxpayers. • Allows property tax payment collection points in areas that lack nearby bank branches.

FY2019 - FY2021 FUTURE PROJECTS

Name of Project:	Sales-in-Error Database Rewrite
Description:	Create a system that allows the user to process a Sale-in-Error refund from the beginning of the process.
Benefit(s):	<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:	Produce electronic receipts emailed to tax buyers instead of producing paper receipts.
Benefit(s):	<ul style="list-style-type: none"> • Eliminates the need to print receipts and for tax buyers to physically pickup the receipts.

Name of Project:	Interactive New Employee Training on Intranet
Description:	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):	<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.

Name of Project:	Update Individual Online Payment Site
Description:	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):	<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.

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2018

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 - FY2018

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 - Tableau data visualization tool implemented for internal use
27. I.T. Improvements - Upgraded Email Server and Improved Filters for Junk/Spam Email
28. I.T. Improvements - Upgraded to Microsoft Office 2016
29. I.T. Improvements - Upgraded Call Center Hardware/Software
30. I.T. Improvements - Upgraded Annual Escheatment Software (HRS Pro)
31. Infrastructure - Installed Local Area Network (LAN)
32. New System - Amount Guaranteed (reduction of check amount to match amount due)
33. New System - Automated Scavenger Sale Removal Tool
34. New System - Automated Tax Sale
35. New System - Automatic Certificate of Error Refund Checks
36. New System - Cash Reports (replaces microfiche)
37. New System - Cash Management Online Banking System
38. New System - Cashiering
39. New System - CCT Printing Refund Checks (no longer through County mainframe)
40. New System - Check Images Captured at Lockbox
41. New System - Document Management System (Paperless Customer Service System)
42. New System - Duplicate and Overpayment Refund System
43. New System - Duplicate Tax Bill Request Form and Affidavit Image Retrieval System
44. New System - Financial System: Oracle EBS
45. New System - Fixed Asset Inventory

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2018

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 Illinois Department of Revenue
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 - Property Tax Appeal Board (PTAB) and Specific Objection Automatic Refunding
62. New System - Refund - Property Tax Appeal Board (PTAB) Refund Status Search Engine
63. New System - Returned Mail Imaging System
64. New System - Sale-In-Error
65. New System - Security Monitoring (cameras)
66. New System - Senior Deferral Payment Transmission
67. New System - Special Assessments

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2018

68. New System - STOPS (to prevent duplicate and overpayments by ensuring that only the legally responsible party submits payment)
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. Payments Accepted at Offsite Banking Locations
74. 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
75. Payments Accepted Online (expanded from full payment to on-time to two tax years, partial payment, and late payment)
76. Payments Accepted Through Community Bank Program
77. Payments by Third-Party Agents Online (expanded from on-time payments to late payments)
78. Payments Accepted Online (on-time payments using credit/debit card)
79. Positive Pay - Tool to prevent fraud in checks written from Treasury accounts
80. Streamline Management of "C" Fund with Comptroller's Office
81. Tax Bill - Re-design to larger 8½ X 14 size and inclusion of DDO Data on the First Installment Bill
82. Tax Bill - Testing/Verification Plan
83. Tax Bill - Electronic Data Testing
84. Training - Business Letter Writing and Email Response
85. Training - Cross-Training employees across various departments
86. Training - Customer Service
87. Training - Word and Excel
88. Treasury Management System - Consolidate and automate daily cash management, investment, and collateral responsibilities

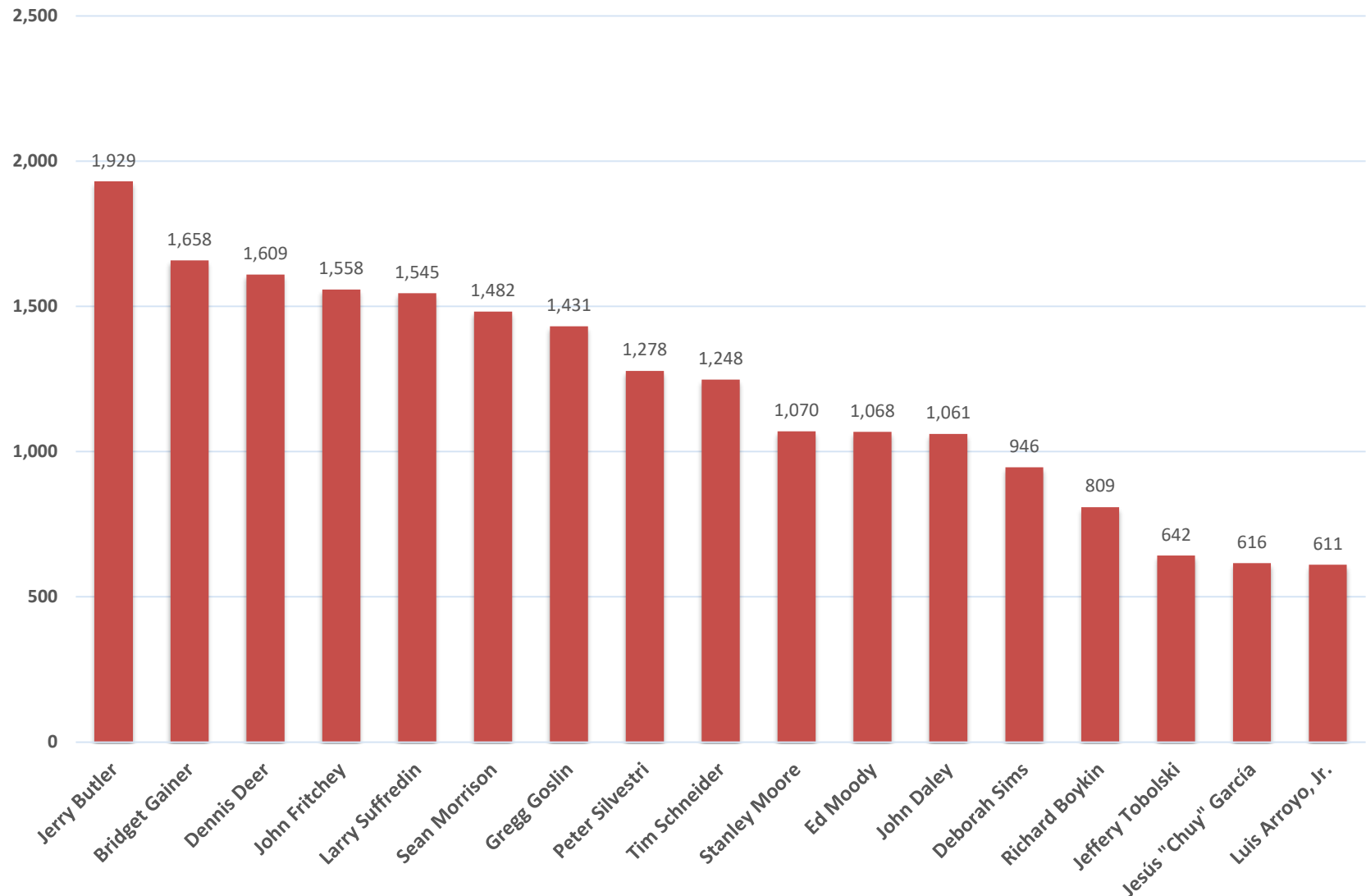
TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2018

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

Appendix

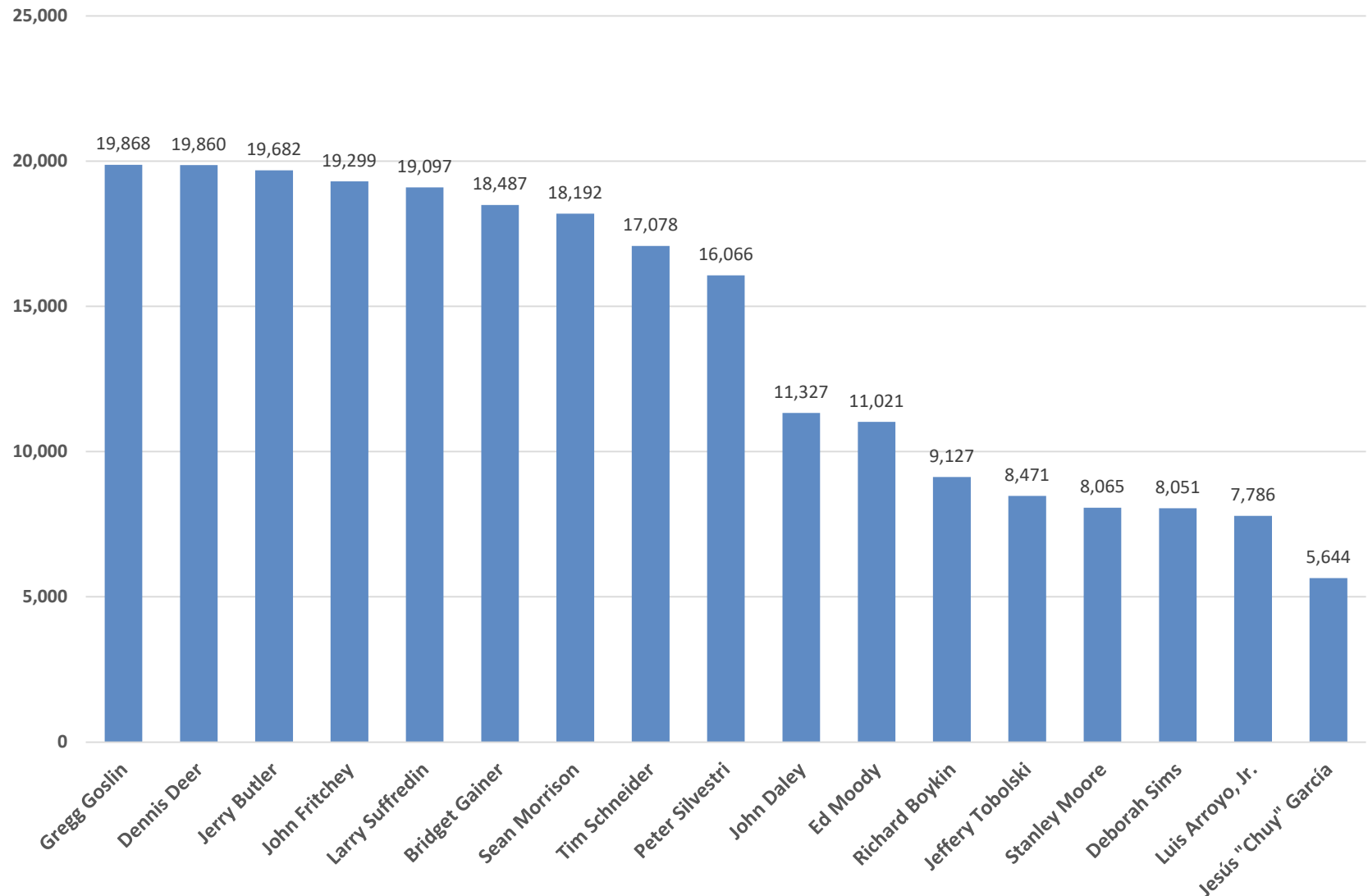


2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: CREDIT CARD PAYMENTS



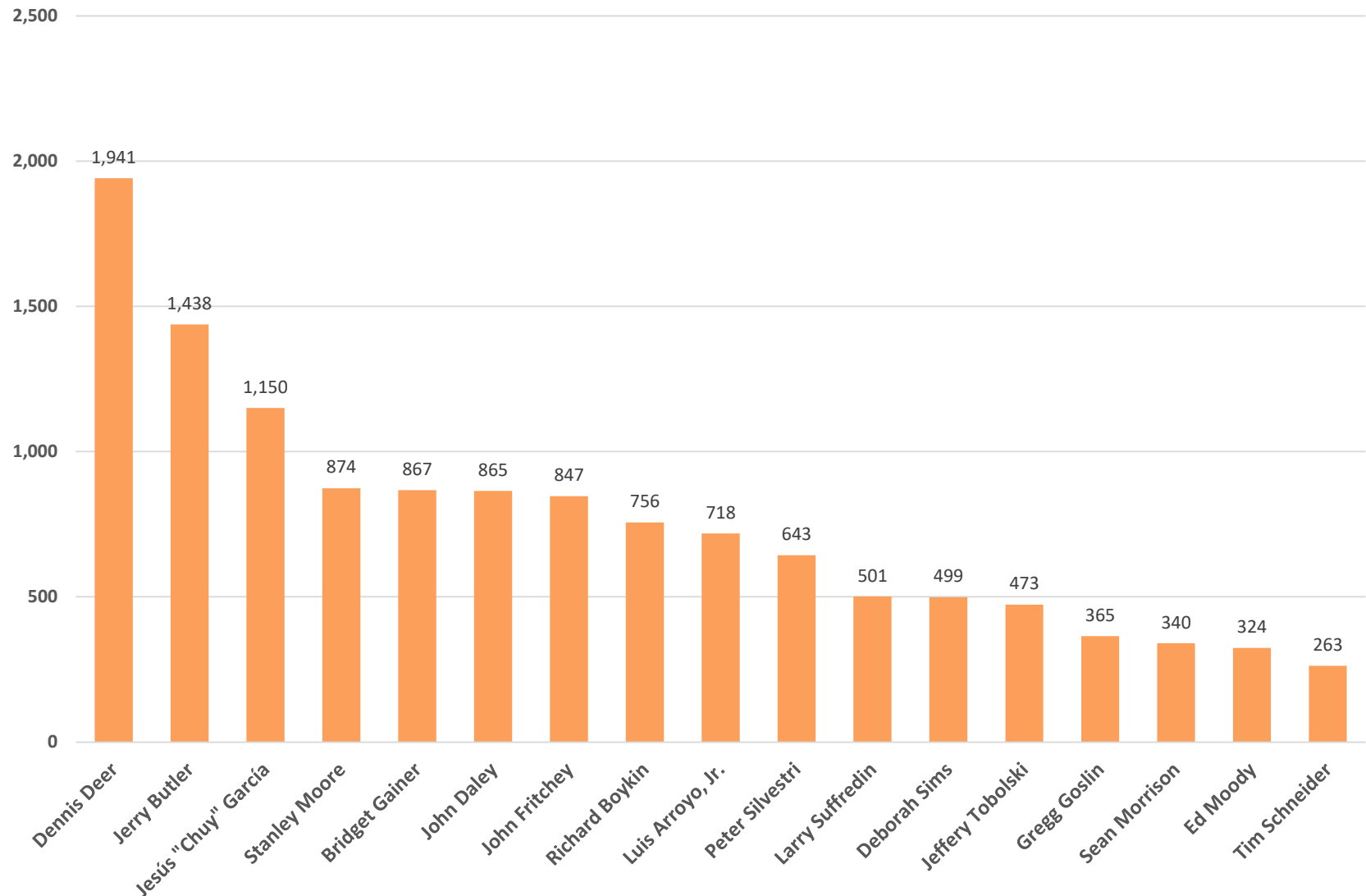
Payments made from 6/30/2018 through 8/1/2018

2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: ONLINE (INTERNET) PAYMENTS



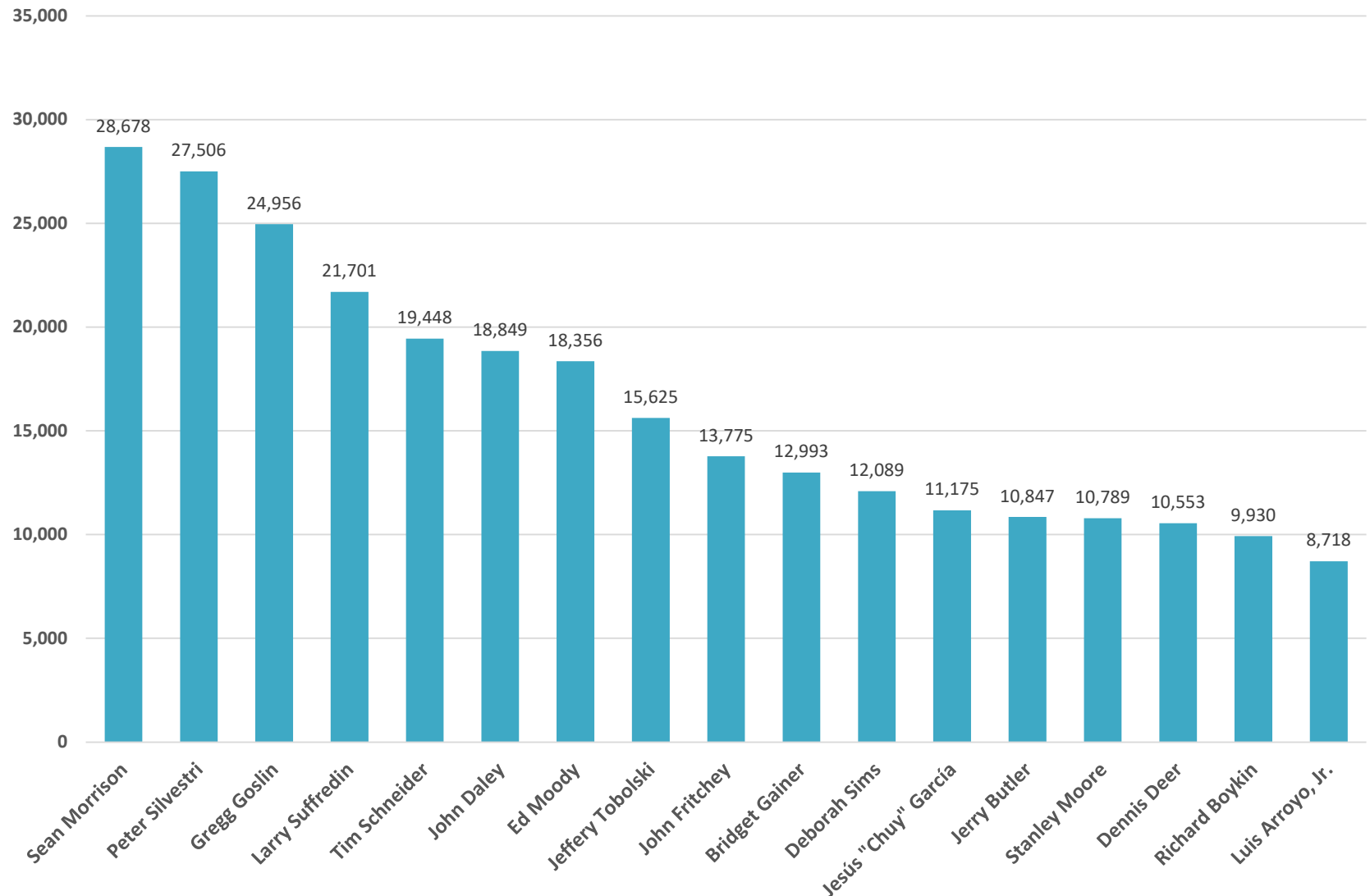
Payments made from 6/30/2018 through 8/1/2018

2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: TREASURER'S OFFICE IN-PERSON PAYMENTS



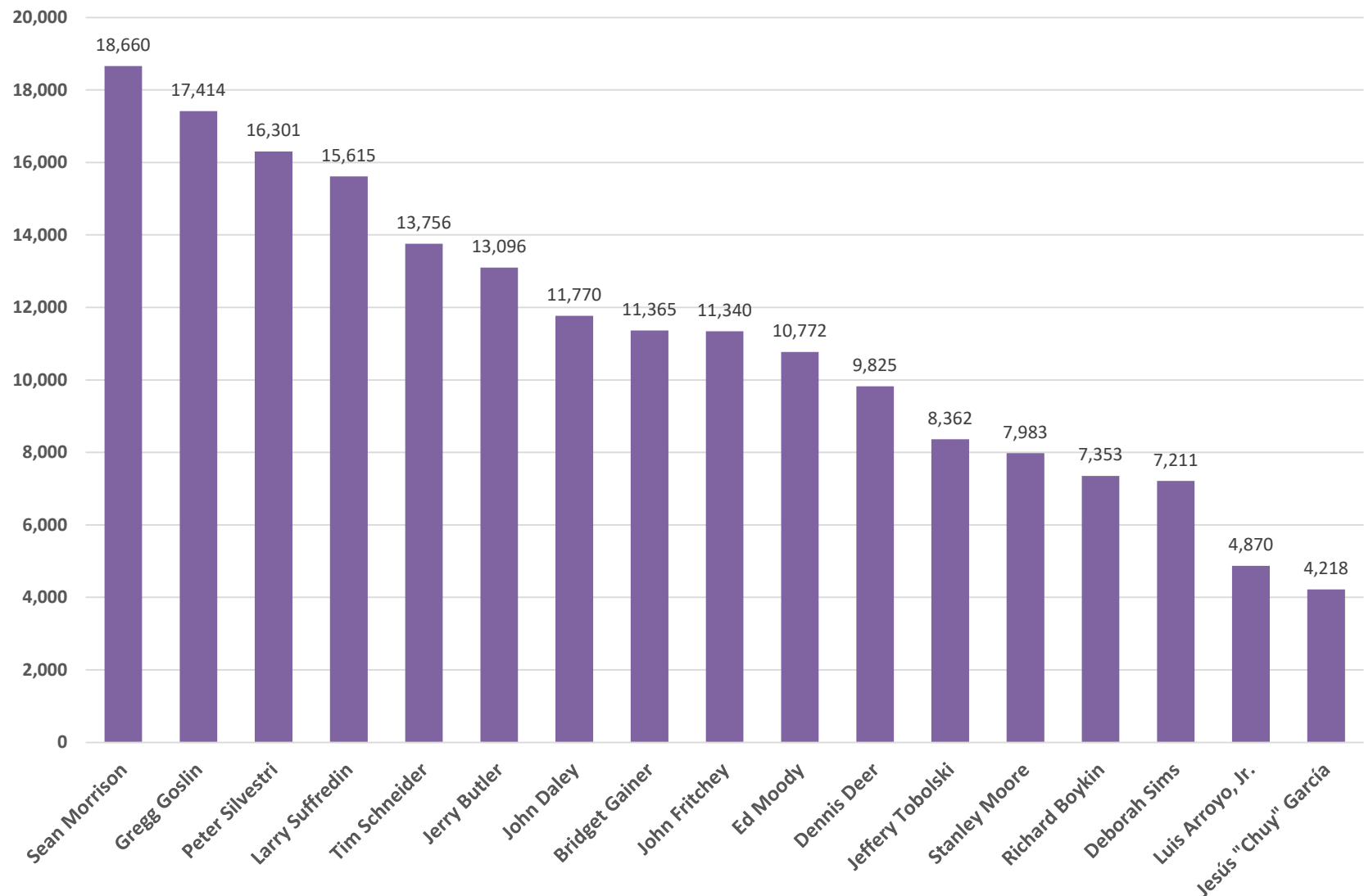
Payments made from 6/30/2018 through 8/1/2018

2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: CHASE BANK BRANCH PAYMENTS



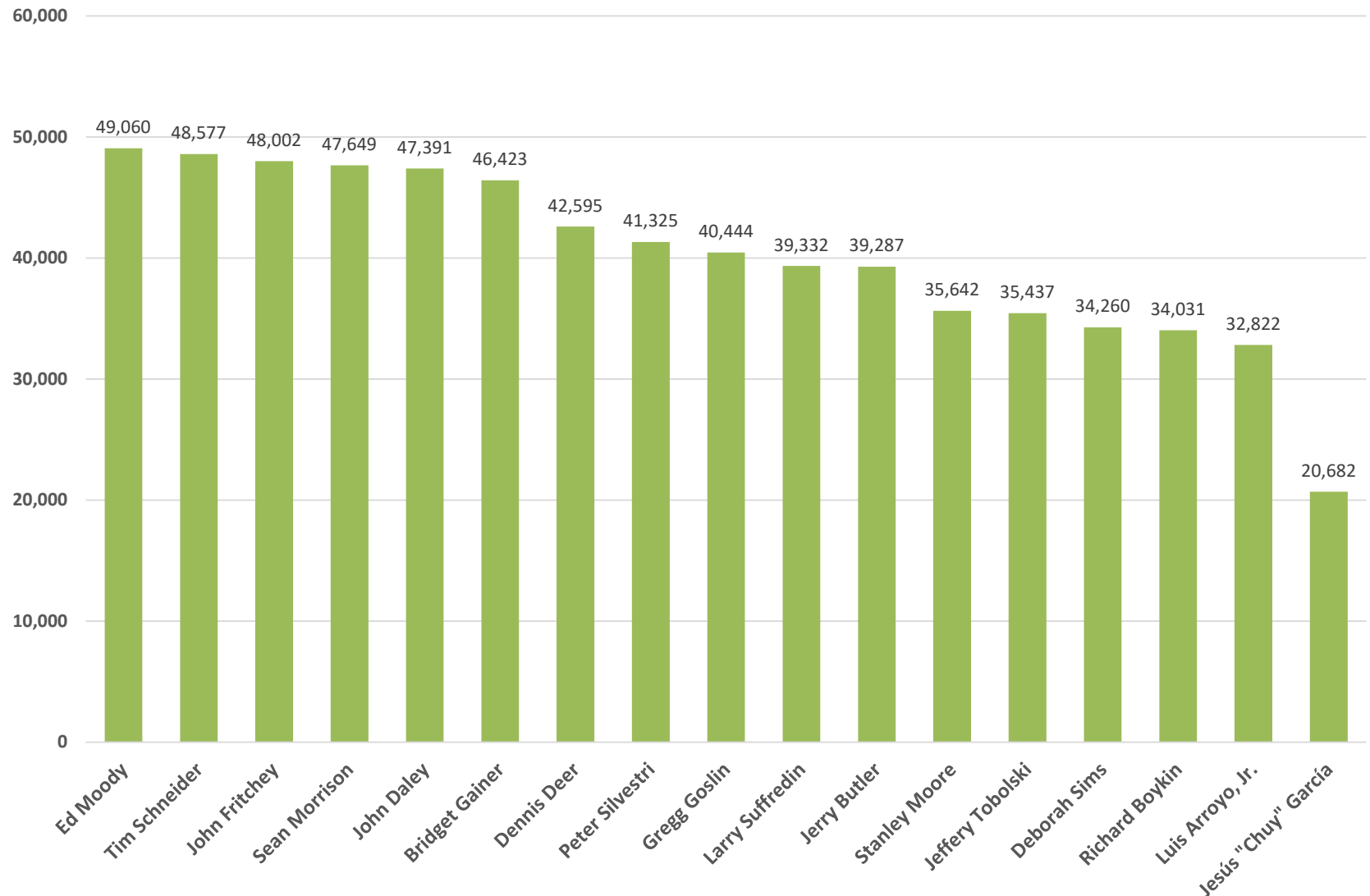
Payments made from 6/30/2018 through 8/1/2018

2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: MAIL (LOCKBOX) PAYMENTS



Payments made from 6/30/2018 through 8/1/2018

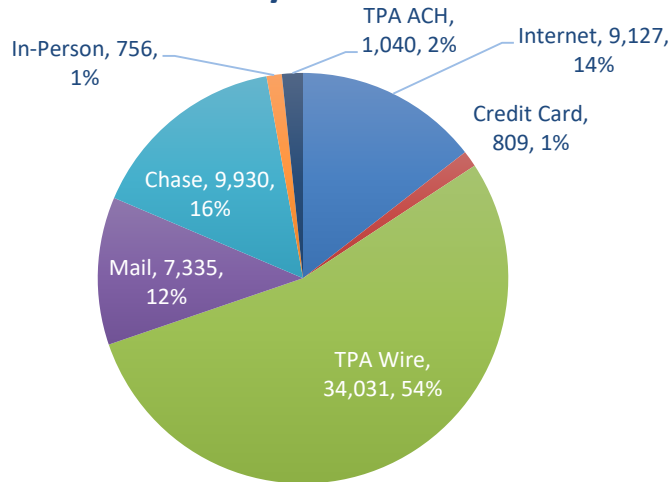
2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: THIRD-PARTY AGENT (MORTGAGE) WIRE PAYMENTS



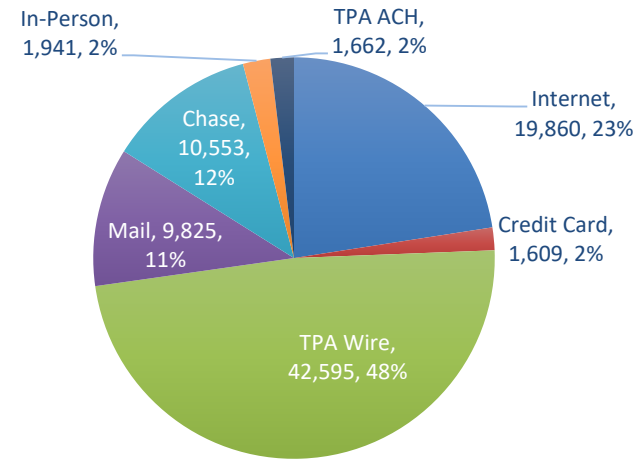
Payments made from 6/30/2018 through 8/1/2018

2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

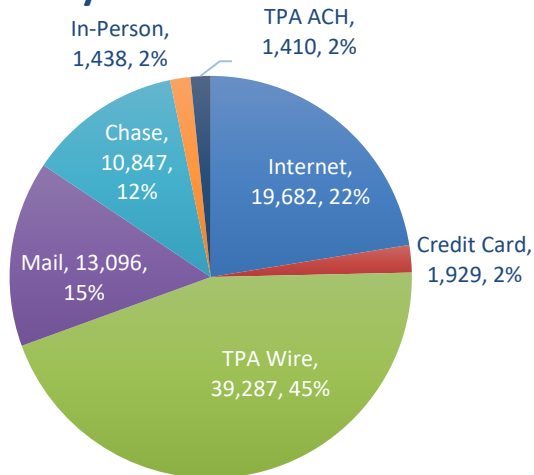
Richard Boykin - District 1



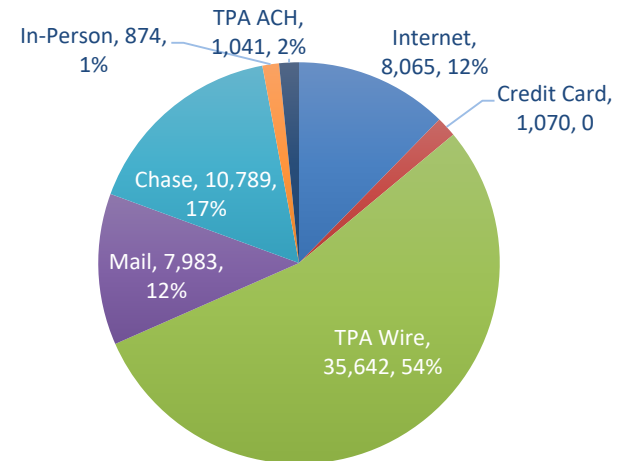
Dennis Deer - District 2



Jerry Butler - District 3

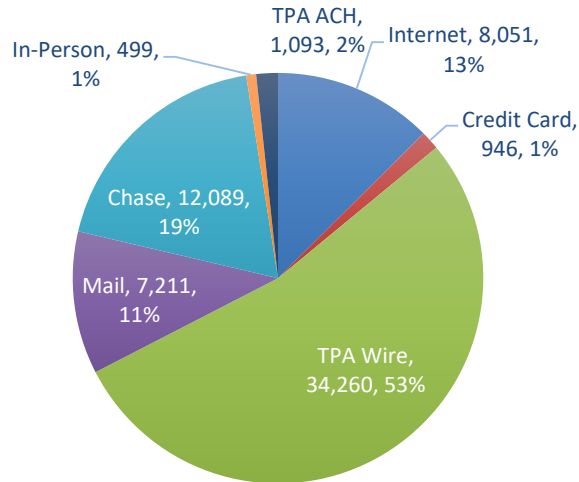


Stanley Moore - District 4

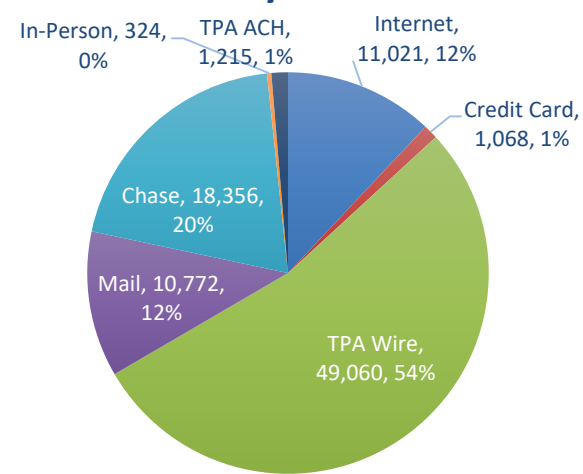


2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

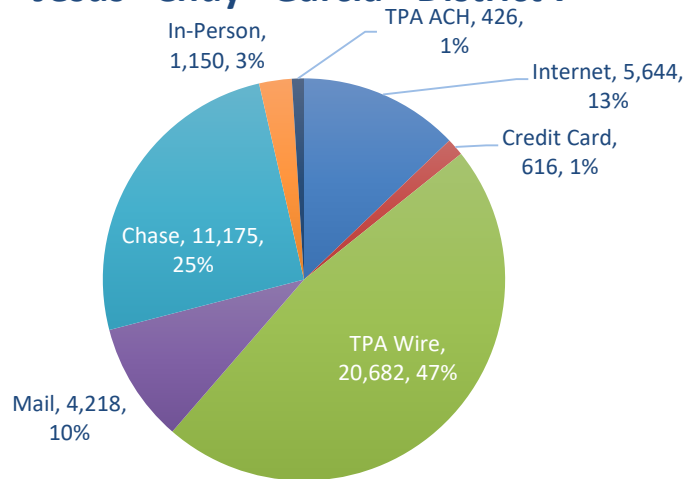
Deborah Sims - District 5



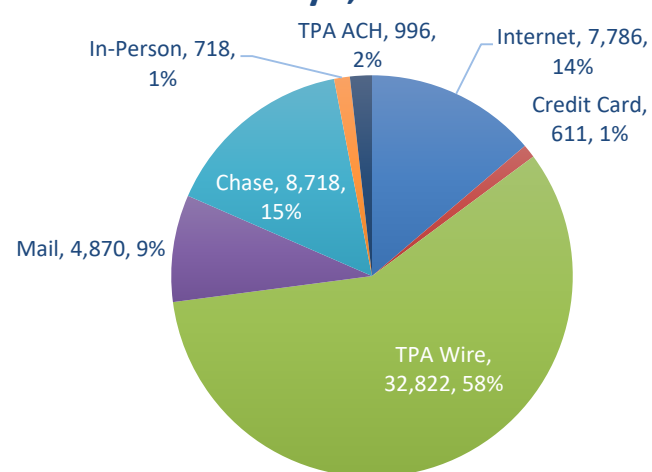
Ed Moody - District 6



Jesús "Chuy" García - District 7

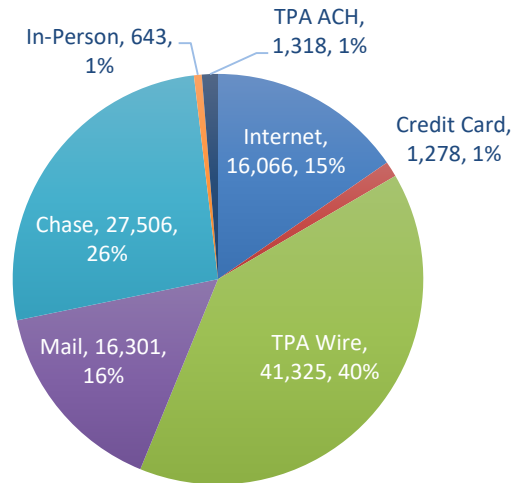


Luis Arroyo, Jr. - District 8

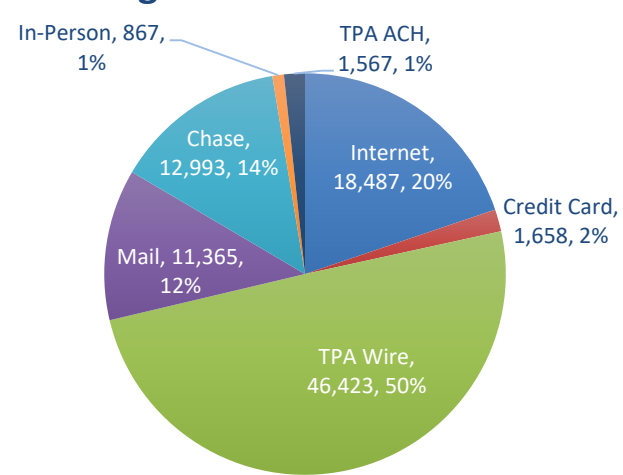


2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

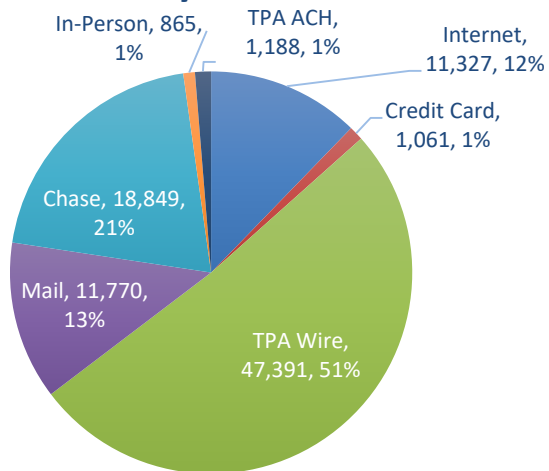
Peter Silvestri - District 9



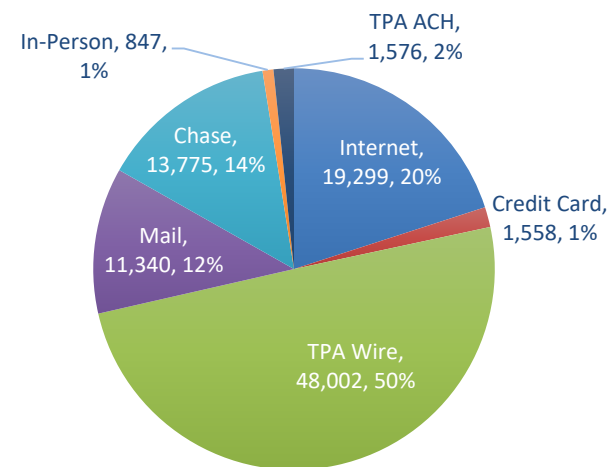
Bridget Gainer - District 10



John Daley - District 11

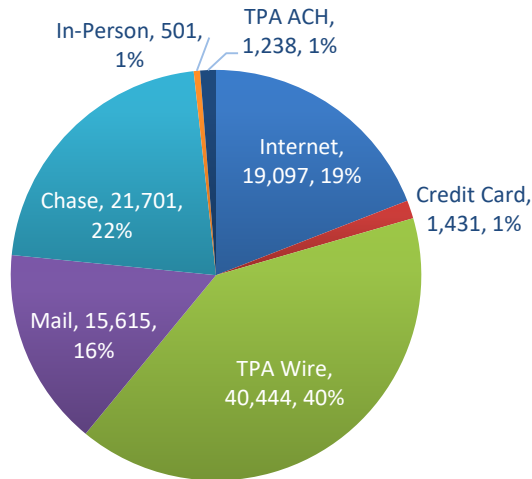


John Fritchey - District 12

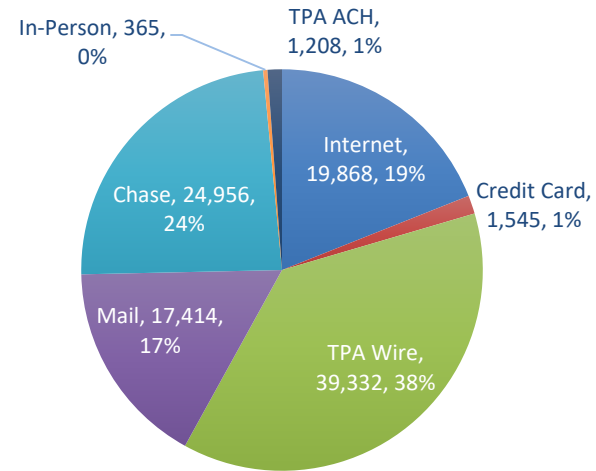


2017 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

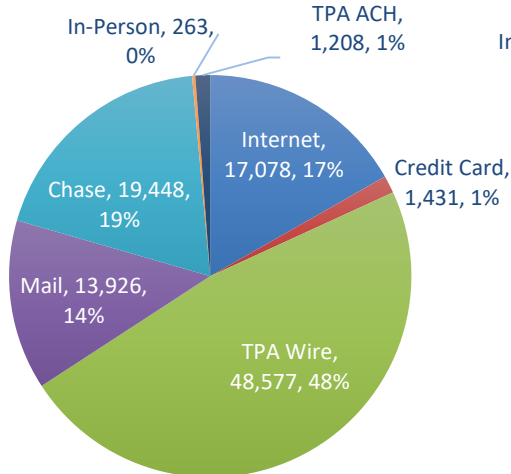
Larry Suffredin - District 13



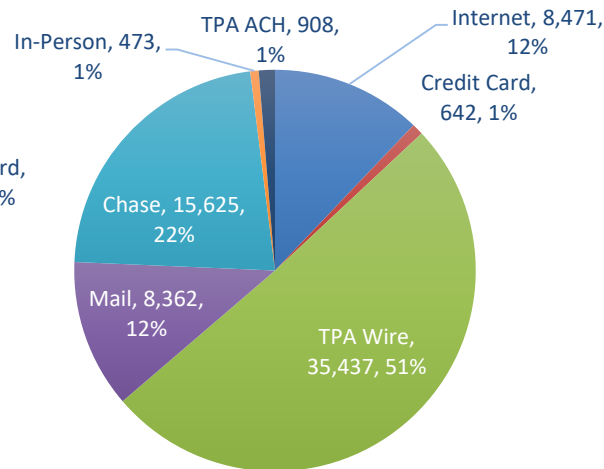
Gregg Goslin - District 14



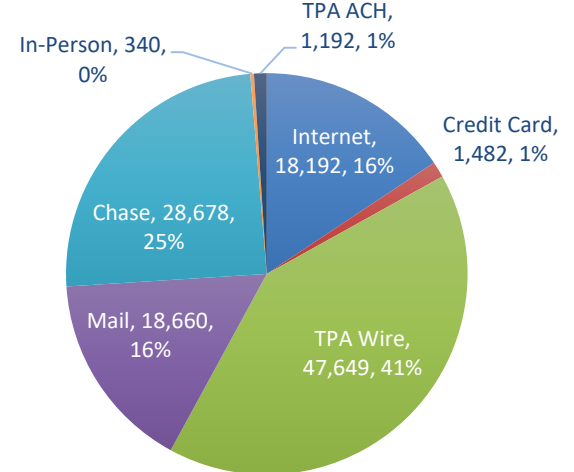
Tim Schneider - District 15



Jeffery Tobolski - District 16



Sean Morrison - District 17



2016 ANNUAL TAX SALE – BREAKDOWN

TY2016 PINs Sold in Annual Sale held in April 2018 (by Commissioner and Classification)

