



# **Cook County Treasurer**

# **Maria Pappas**

STATE OF THE OFFICE - 2020

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**Maria Pappas**

Cook County Treasurer

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

October 28, 2019

Dear President Preckwinkle:

It is with great pleasure that I submit to you the Fiscal Year 2020 budget for my office.

Year after year, I come before the Board with a budget request that meets or exceeds the proposed target. My 2020 budget marks the 19<sup>th</sup> consecutive year that I have met or exceeded the target.

In July 2019, my website had more than ONE MILLION VISITS in a single month for the first time ever. Additionally, I am continuing to prioritize providing outreach to taxpayers, helping taxpayers claim part of \$79 million in duplicate and overpayment refunds and \$44 million in possible missing senior exemptions.

The following are highlights of the FY2020 Treasurer's Office Budget:

- Our current employee count is 68, a **72.8 percent reduction** from 1998 when the office had 250 employees.
- If the office maintained a staff of 250 as it had in 1998, the budget for the office would be approximately \$49.7 million.
- 94 percent of the budget comes from commercial user fees. **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 FY2020 budget for the Treasurer's Office.

Sincerely,

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

Maria Pappas  
Cook County Treasurer



# Website

[cookcountytreasurer.com](http://cookcountytreasurer.com)



## WEBSITE HIGHLIGHTS – (cookcountytreasurer.com)

### **“Your Property Tax Overview”**

at cookcountytreasurer.com is a one-stop shop for taxpayers.

1+ million visitors

July 2019

6.7 million visits

FY2019 thus far

68+ million total visitors

since 2004

2.7 million visits

on mobile devices since December 2017

### **“Your Property Tax Overview”**

at cookcountytreasurer.com is a one-stop shop for taxpayers.

#### **\$79 Million in Refunds**

are currently available  
(going back 20 years)

#### **\$44 Million in Missing Exemptions for seniors**

#### **Download or Print your Property Tax Bill**

#### **See Important Messages**

- Taxes paid or not paid
- Taxes sold or forfeited
- Mailed tax bill received or not
- Refund check status

#### **View Taxing District Debt Information**

- Access to Financial Reports
- Number of Retirees vs. Current Employees



## WEBSITE – PAGE VISITS

The Treasurer's Office continues to improve the website with new features and expanded information.

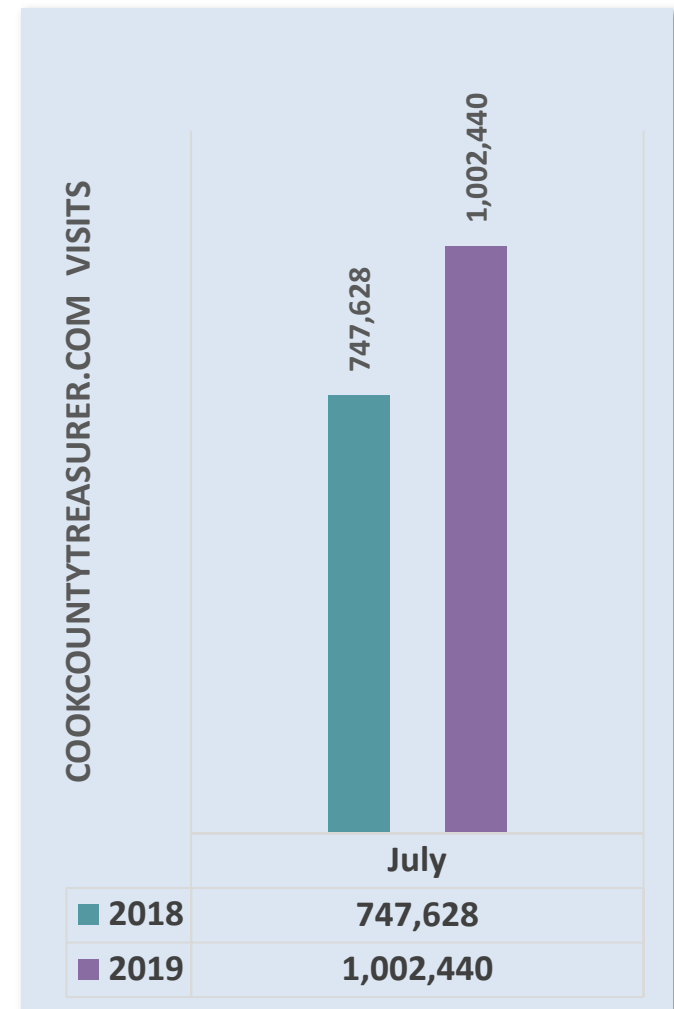
As a result, more than **1 million visitors** accessed the site in July 2019, the **highest number of visitors in a single month**.

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

- Current mailing name and address
- Tax amount due
- Tax bill download
- 20 year overpayments
- Tax exemptions going back four years

# 1 million

website visitors in a single month (July 2019)



# WEBSITE – PAGE VISITS

In FY2019, cookcountytreasurer.com has been visited **nearly 6.7 million times**. Comprehensive statistics appear below.

General Statistics	December	January	February	March	April	May	June	July	August	September*	YTD*
Number of Visits	768,527	875,481	788,749	638,448	538,924	599,860	493,675	1,002,440	559,019	424,737	6,689,860
Average Visit Length (Minutes)	3.38	1.63	1.66	1.47	1.53	1.59	2.93	1.73	1.72	1.76	1.94
Visitors that visited more than once	106,969	115,144	144,115	120,066	85,670	77,612	88,783	151,288	2,638	77,028	969,313
First time visitors	146,664	246,942	380,789	264,799	219,375	222,461	196,411	456,810	223,661	148,279	2,506,191
Visited Pages	December	January	February	March	April	May	June	July	August	September*	YTD*
Property Tax Overview Results	142,928	225,633	422,240	303,447	233,686	180,803	211,686	492,494	247,613	163,944	2,624,474
Property Tax Overview Search	143,669	216,831	392,904	262,653	196,363	149,983	170,481	437,857	181,768	113,756	2,266,265
Payment Status Search	49,990	62,232	82,004	75,088	68,787	59,393	65,600	81,642	52,259	38,631	635,626
Scavenger Tax Sale	570	797	896	1,296	1,379	2,326	560	590	628	523	9,565
Name/Address Change	15,987	32,640	47,105	42,426	36,883	79,226	44,897	92,216	56,204	45,258	492,842
Contact Us Form	1,439	1,834	3,396	3,257	2,070	2,456	1,975	4,985	3,699	2,177	27,288
Contact Us Information	271	312	452	405	335	348	276	402	317	256	3,374
If Taxes Were Sold	870	1,312	1,526	1,954	1,711	1,840	1,662	1,918	1,301	990	15,084
Annual Tax Sale Information	253	298	327	652	457	775	895	761	664	185	5,267
Homeowner Exemption Information	4,202	9,676	11,783	7,901	6,179	4,379	5,152	14,150	5,991	4,682	74,095
Apply for Refund Information	3,501	8,054	5,755	4,020	3,632	2,972	5,345	17,172	7,025	4,589	62,065
Research A Topic	352	387	778	553	485	460	470	649	367	326	4,827
News Article View	2,665	5,576	2,652	2,736	2,010	1,791	2,426	4,199	1,636	1,601	27,292
TPA Home Site	8,491	6,422	9,004	8,519	6,364	6,221	5,719	9,594	5,679	5,630	71,643
Community Bank Home (Teller View)	258	450	2,298	741	437	376	598	2,076	436	267	7,937
Exemption Results	319,112	302,378	27,602	19,786	14,313	12,317	21,853	30,200	13,915	16,946	778,422
Payment By Electronic Check	8,696	16,880	161,667	48,803	14,137	9,814	11,237	163,095	36,301	10,145	480,775
Payment By Credit Card	2,308	3,014	21,109	11,226	4,928	3,567	2,217	19,621	8,120	2,906	79,016
Estate Search	589	904	731	761	783	700	615	884	491	511	6,969
Sign up for email notification	350	438	485	508	442	360	423	645	428	334	4,413
Senior citizen homestead exemption	2,605	5,809	5,900	2,561	2,324	1,636	1,964	7,114	2,323	1,790	34,026
Senior citizen assessment freeze exemption	2,319	6,754	6,344	3,194	3,027	2,270	2,891	7,334	2,687	2,287	39,107
Due dates	5,706	10,369	5,701	4,420	4,062	5,665	9,479	5,297	2,691	2,249	55,639
Understanding your tax bill	1,622	2,652	3,378	2,458	2,174	2,361	3,347	4,221	1,965	1,481	25,725
Completed Uncashed Check Searches	650	959	983	943	776	1,248	616	1,699	883	696	9,453

\*Through September 29, 2019

## WEBSITE – PAGE VISITS

The heart of the Treasurer's Office is [cookcountytreasurer.com](http://cookcountytreasurer.com). The site was created internally and is continually updated so that taxpayers can easily:

- Submit payment online
- Check payment status
- Download electronic tax bill
- Search for refunds
- Check property tax exemptions
- Obtain frequently used forms
- 'Contact Us' via email
- Download informational brochures

The site has been visited **more than 68 million** times.

**68 million**  
website visitors

Fiscal Year	Site Visits
2019*	6,689,860
2018	6,630,301
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
<b>Total</b>	<b>68,005,651</b>

\*Through September 29, 2019.



# MARIA PAPPAS, COOK COUNTY TREASURER

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

## Pay Online for Free

- Use your bank account to pay your property taxes with no fee

## Your Property Tax Overview

- Search \$79 million in available refunds
- Check your tax exemptions
- Change your name and mailing address
- See local governments' debts & pensions

## Debt Study

- Employees vs. retirees
- Debts and liabilities of local governments

## More Ways to Pay

- Chase
- Community Bank
- Mail
- Our Office

## Avoid the Tax Sale

- Are your taxes delinquent?

## Downloadable Forms

- Apply for a refund
- Receive your bill by email
- Request tax deferral for seniors, military

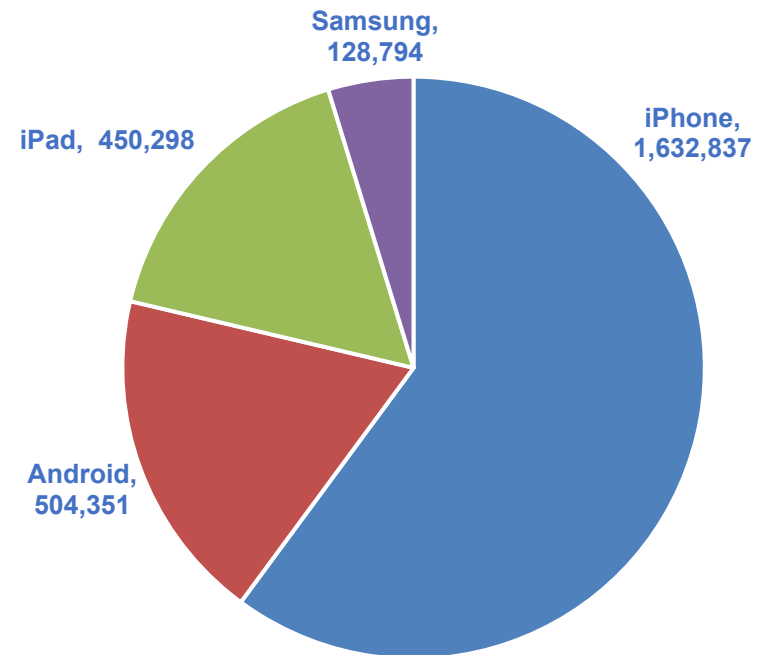
## MOBILE WEBSITE (cookcountytreasurer.com)

The site was upgraded in June 2015 to better accommodate taxpayers using a mobile device.

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 2.7 million** visits from mobile users.

### Mobile Visits

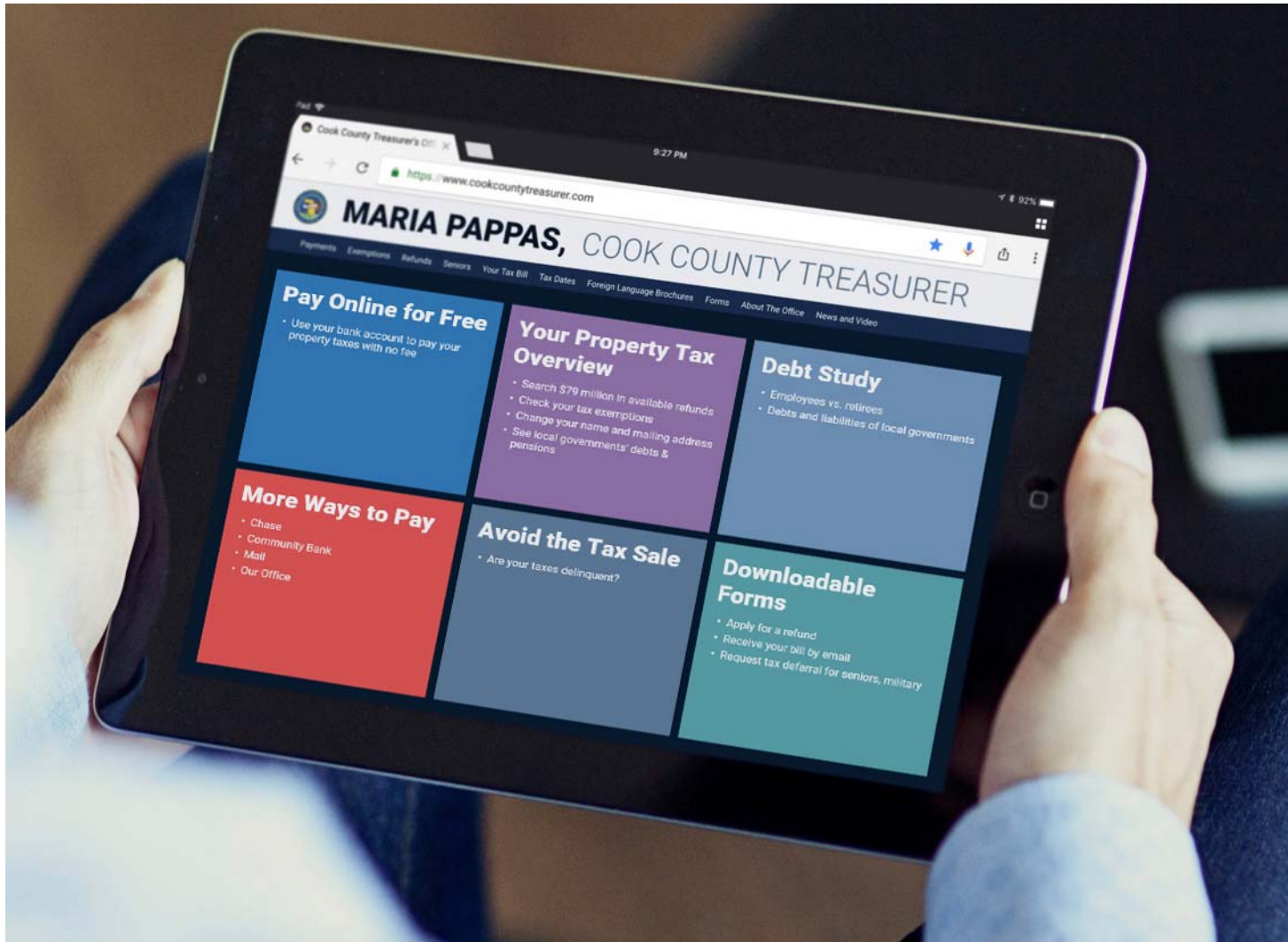


# 2.7 million

mobile device visitors to cookcountytreasurer.com

STATE OF THE OFFICE - 2020

## MOBILE WEBSITE (cookcountytreasurer.com)



## WEBSITE – DUPLICATE/OVERPAYMENT REFUND SEARCH

The website has built-in functionality to display if a property address or PIN has an overpayment going back 20 years.

Taxpayers can easily complete a refund application to claim an overpayment of taxes. Currently, about **\$79 million in overpayments** are available from the Treasurer's Office.

**\$79 million**

in available duplicate and overpayment refunds

# WEBSITE – DUPLICATE/OVERPAYMENT REFUND SEARCH



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[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
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### 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](#)

#### RESULTS OF OVERPAYMENT REFUND SEARCH

Property Index Number (PIN): 13-36- [REDACTED]

[BEGIN A NEW SEARCH](#)

#### Are There Any Overpayments on Your PIN?

Please note that pending Certificate of Error refunds, PTAB refunds and court-ordered refunds are not displayed in this section.

##### Tax Year 2009 (billed in 2010)

Installment	Tax Amount Billed	Tax Amount Paid	Refund Available
1st	\$736.18	\$758.26	\$22.08
2nd	\$526.67	\$526.67	\$0.00

**Refund Available: \$22.08** Application Required: [Apply Now](#)

##### Tax Year 2011 (billed in 2012)

Installment	Tax Amount Billed	Tax Amount Paid	Refund Available
1st	\$740.20	\$762.40	\$22.20
2nd	\$748.63	\$748.63	\$0.00

**Refund Available: \$22.20** Application Required: [Apply Now](#)

##### Tax Year 2017 (billed in 2018)

Installment	Tax Amount Billed	Tax Amount Paid	Refund Available
1st	\$2,078.88	\$4,157.76	\$2,078.88
2nd	\$1,328.95	\$1,328.95	\$0.00

**Refund Available: \$2,078.88** Application Required: [Apply Now](#)



## WEBSITE – SEARCH FOR MISSING EXEMPTIONS

The site details the property tax exemptions for the most recent four years.

About **26,500 senior citizens** could save a **total of \$44 million** by applying for exemptions they received last year.

If a taxpayer needs to apply for a missing exemption, a link takes them to the application.



**\$44 million**

possible total dollar amount of missing exemptions

# WEBSITE – SEARCH FOR MISSING EXEMPTIONS



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### 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

#### PROPERTY TAX EXEMPTION HISTORY

Property Index Number (PIN): 09-17- [REDACTED]

[BEGIN A NEW SEARCH](#)

For this PIN, here are the property tax exemptions for Tax Years 2015-18.

You may also [view lists of properties](#) possibly missing senior exemptions for Tax Year 2018.

This information is updated every Monday.

	2018	2017	2016	2015
<b>Homeowner Exemption:</b>	YES	YES	YES	YES
<b>Senior Citizen Exemption:</b>	NO	YES	YES	YES
<b>Senior Freeze Exemption:</b>	NO	YES	YES	YES
<b>Returning Veteran Exemption:</b>	NO	NO	NO	NO
<b>Disabled Person Exemption:</b>	NO	NO	NO	NO
<b>Disabled Veteran Exemption:</b>	NO	NO	NO	NO

If you are entitled to an exemption you did not receive:

- [Apply for a missing exemption](#)
- Cook County Assessor's Office: 312.443.7550
- Owners of property outside the city of Chicago also may contact their [Township Assessor](#)

[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.

## 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 **1,256,361 electronic tax bills** since December 1, 2017.

**13,341 electronic tax bills** were generated on June 26, 2019, 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.

# 1,256,361

electronic tax bill requests from taxpayers

Month	Quantity
August 2019	52,068
July 2019	97,287
June 2019	92,643
May 2019	44,786
April 2019	54,318
March 2019	63,355
February 2019	66,235
January 2019	65,597
December 2018	29,835
November 2018	23,565
October 2018	43,501
September 2018	32,071
August 2018	46,097
July 2018	77,551
June 2018	79,445
May 2018	57,700
April 2018	54,139
March 2018	70,152
February 2018	83,492
January 2018	49,731
December 2017	72,793
<b>Total</b>	<b>1,256,361</b>
*Through August 31, 2019.	

## ELECTRONIC TAX BILL (PDF)


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## Your Property Tax Overview

[Overview - Payments](#)
[Download Your Tax Bill](#)
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[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): 25-25-100-000-0000

## Download Your Tax Bill

Open a PDF of your tax bill that can be printed and used to pay in person

[Tax Year 2018 Second Installment](#) Due Thursday, August 1, 2019

 [Tax Year 2018 First Installment](#) Due Friday, March 1, 2019 (Info)

For copies of specialty bills such as arrearage, omitted assessment, and

Open a PDF of your prior year tax summary.

[Tax Year 2017](#) (Information Only)

Stop receiving your tax bill by mail.

[Sign up for eBilling to receive future tax bills via email.](#)

## TOTAL PAYMENT DUE

**\$149.62**

By 10/01/2019

## 2018 Second Installment Property Tax Bill - Cook County Electronic Bill

Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
25-25-202-000-0000	292	70030	2018	(2019)	HYDE PARK	1-00

IF PAYING LATE, PLEASE PAY	10/02/2019 - 11/01/2019	11/02/2019 - 12/01/2019	12/02/2019 - 01/01/2020	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW
	\$151.71	\$153.80	\$155.89	

## TAXING DISTRICT BREAKDOWN

Taxing Districts	2018 Tax	2018 Rate	2018 %	Pension	2017 Tax
<b>MISCELLANEOUS TAXES</b>					
South Cook Mosquito Abatement Harvey	0.21	0.017	0.15%		0.23
Metro Water Reclamation Dist of Chicago	4.86	0.396	3.49%	0.55	5.73
Parks-Museum/Aquarium Bond	0.00	0.000	0.00%		0.08
Chicago Park District	4.05	0.330	2.91%	0.18	5.02
<b>Miscellaneous Taxes Total</b>	<b>9.12</b>	<b>0.743</b>	<b>6.55%</b>		<b>11.06</b>
<b>SCHOOL TAXES</b>					
Board of Education Chicago	43.58	3.552	31.31%		55.47
Chicago Community College District	1.81	0.147	1.30%		2.34
<b>School Taxes Total</b>	<b>45.39</b>	<b>3.699</b>	<b>32.61%</b>		<b>57.81</b>
<b>MUNICIPALITY/TOWNSHIP TAXES</b>					
TIF-Chicago-Lake Calumet	55.72	0.000	40.03%		47.86
Chicago School Bldg & Imp Fund	1.67	0.136	1.20%		1.77
Chicago Library Fund	1.36	0.111	0.98%		1.68
City of Chicago	19.20	1.565	13.79%	12.78	23.55
<b>Municipality/Township Taxes Total</b>	<b>77.95</b>	<b>1.812</b>	<b>56.00%</b>		<b>74.86</b>
<b>COOK COUNTY TAXES</b>					
Cook County Forest Preserve District	0.74	0.060	0.53%	0.02	0.88
County of Cook	3.90	0.319	2.81%	1.34	4.66
Cook County Public Safety	1.51	0.123	1.08%		1.55
Cook County Health Facilities	0.58	0.047	0.42%		0.86
<b>Cook County Taxes Total</b>	<b>6.73</b>	<b>0.549</b>	<b>4.84%</b>		<b>7.95</b>
<b>(Do not pay these totals)</b>	<b>139.19</b>	<b>6.803</b>	<b>100.00%</b>		<b>151.68</b>

## WEBSITE – WARNING FOR SOLD/FORFEITED TAXES

“Your Property Tax Overview” tells property owners if taxes were sold or forfeited at the Annual Tax Sale.

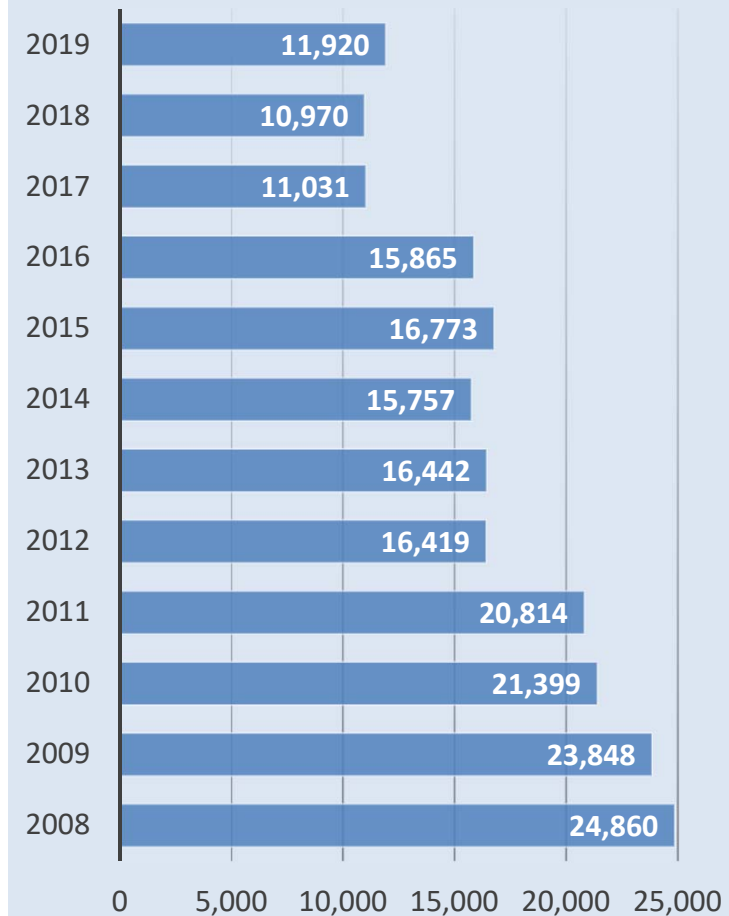
A message warns property owners to contact the Cook County Clerk to redeem sold taxes. **11,920 properties were sold in the May 2019 sale.**

Redeeming taxes as soon as possible is important to avoid costly interest charges.

# 11,920

number of properties sold at the May 2019 tax sale

**PINs Sold in Annual Tax Sale**



# WEBSITE – WARNING FOR SOLD/FORFEITED TAXES



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[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](#)

### OVERVIEW - PAYMENTS

Property Index Number (PIN): 20-35- [REDACTED]

[BEGIN A NEW SEARCH](#)

Scroll down for more information.



**Property Location:**  
[REDACTED] KIMBARK AVE  
CHICAGO, IL 60619-3421

**Mailing Information:**  
[REDACTED]  
CHICAGO, IL 60620-1064

[Update Your Information](#)

### Are Your Taxes Paid?



**URGENT!**

**YOUR DELINQUENT TAXES**

**HAVE BEEN SOLD** FOR TAX YEAR(S): 2017

CONTACT [THE COUNTY CLERK](#) TO FIND OUT THE AMOUNT YOU OWE

**Tax Year 2018 (billed in 2019)** Total Amount Billed: \$2,660.99

#### 1st INSTALLMENT - Tax Year 2018

Original Billed Amount: \$1,450.14  
Due Date: 03/01/2019  
Tax: \$1,450.14  
Interest: \$152.25

#### 2nd INSTALLMENT - Tax Year 2018

Original Billed Amount: \$1,210.85  
Due Date: 08/01/2019  
Tax: \$1,210.85  
Interest: \$36.32

## WEBSITE – MESSAGE FOR TAX BILLS RETURNED BY USPS

To help homeowners who have mail-delivery problems, [cookcountytreasurer.com](http://cookcountytreasurer.com) now shows when tax bills have been returned by the U.S. Postal Service.

The Treasurer's Office has reduced the number of properties with incorrect mailing addresses by nearly a third, to **60,082**.

To see if your bills have been returned or to change the name and address on your bill, visit [cookcountytreasurer.com](http://cookcountytreasurer.com) and:

- Select the purple box labeled "Your Property Tax Overview"
- Enter your address or Property Index Number (PIN)
- Look for a red warning box that appears if your bills have been returned
- Select "Update Your Information" to change the taxpayer name or mailing address

# 60,082

properties with returned tax bills

# WEBSITE – MESSAGE FOR TAX BILLS RETURNED BY USPS



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## Your Property Tax Overview

**Overview - Payments**

[Download Your Tax Bill](#)

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[Uncashed Checks](#)

[Taxing Districts' Financials](#)

[Property Tax Appeal Board Refunds](#)

### OVERVIEW - PAYMENTS

Property Index Number (PIN): 28-11-

[BEGIN A NEW SEARCH](#)

Scroll down for more information.



**Property Location:**  
RIDGEWAY AVE  
MIDLOTHIAN, IL 60445-2951

**Mailing Information:**

ITASCA, IL 60143-1234

**NOTICE:** The U.S. Postal Service has returned our bills and notices! Please update the mailing information by clicking on this link.

### Are Your Taxes Paid?

**Tax Year 2018 (billed in 2019)** Total Amount Billed: \$729.26

#### 1st INSTALLMENT - Tax Year 2018

Original Billed Amount: \$386.55  
Due Date: 03/01/2019  
Tax: \$0.00  
Interest: \$0.00  
Last Payment Received: \$386.55  
Date Received: 02/15/2019  
Current Amount Due: \$0.00

#### 2nd INSTALLMENT - Tax Year 2018

Original Billed Amount: \$342.71  
Due Date: 08/01/2019  
Tax: \$0.00  
Interest: \$0.00  
Last Payment Received: \$342.71  
Date Received: 07/18/2019  
Current Amount Due: \$0.00

**Total Amount Due: \$0.00**

About payments:



## WEBSITE – ELECTRONIC NAME/ADDRESS CHANGES

The site was upgraded in June 6, 2019 to accept electronic name and address changes.

The simple, electronic process eliminates the need for paper applications to be sent to the Treasurer's Office and processed by hand.

Since the process went live, **nearly 27,000 electronic name and address updates** have been made by Cook County property owners.

Once a change has been initiated, a message informs the requestor of the pending change.

### Mailing Information:

HARWOOD HTS, IL 60706-7302

**A name or mailing address change is pending. Please allow 3-4 days for the request to be completed.**

[Update Your Information](#)

# 26,619

electronic name and address changes made

# WEBSITE – ELECTRONIC NAME/ADDRESS CHANGES



**MARIA PAPPAS,** COOK COUNTY TREASURER

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

## Update Your Name or Mailing Address

Property Index Number (PIN): 28-03-



**Property Location:**  
KENTON AVE  
CRESTWOOD, IL 60418-1938

**Current Mailing Information:**  
CRESTWOOD, IL 60418-1938

\* Indicates required field

### Reason for Changes

\* Reason for Changing Your Name or Address:

Change of Name

### New Mailing Information

\* Taxpayer Name (Maximum Length of 22 Characters):

\* Mailing Address (Maximum Length of 22 Characters):

\* City and State:

Enter your zip code and then select your city and state.

\* Zip Code:

### Contact Information

\* Submitter Name:

\* Email Address:

(example: username@domain.com)

\* Verify Email Address:

## WEBSITE – REFUND STATUS

The Treasurer's Office automatically issued nearly 25,000 refunds to taxpayers totaling \$24.6 million in the summer of 2019. Since November 2018, the Treasurer's Office has issued **nearly 57,000 automatic refunds totaling more than \$36.2 million.**

The site displays the status of a refund, including the amount, expected refund date, and then the actual refund date once issued.

The refunds were a result of property tax exemptions applied to the second installment tax bill. **Taxpayers do not need to submit a paper application for these refunds.**

**\$36.2 million**

automatic refunds issued directly to taxpayers



## 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](#)

## RESULTS OF OVERPAYMENT REFUND SEARCH

Property Index Number (PIN): 20-17- [REDACTED]

[BEGIN A NEW SEARCH](#)

## Are There Any Overpayments on Your PIN?

Please note that pending Certificate of Error refunds, PTAB refunds and court-ordered refunds are not displayed in this section.

## Tax Year 2018 (billed in 2019)

Installment	Refund Amount	Refund Method
1st	\$168.30	Check

**Refund Available: \$168.30 Automatic refund to be issued by 10/08/2019.**

The Treasurer's Office issues some refunds without requiring an application.

- Electronic: The refund is deposited directly into the bank account from which the payment was made
- Check: The refund is mailed to the property owner whose mortgage company made the overpayment

[BEGIN A NEW SEARCH](#)
[Print](#)

**DISCLAIMER:** The amount shown as a duplicate or overpayment on a PIN/Tax Year is the total amount of the overpayment on that PIN/Tax Year. That total overpayment amount might be comprised of two or more payments. You are only entitled to receive a refund of the amount that you can prove you paid. If you can prove that you paid the entire overpayment amount, you are entitled to receive a refund of the entire overpayment. If some other party paid a portion of the total overpayment amount, you will not be eligible to receive a refund of that portion without a notarized letter of direction from that party, or other documentation satisfactory to the Treasurer's Office, indicating that you are the proper refund recipient.

**Note:** All duplicate or overpayment refunds are subject to the limitations and conditions of 35 ILCS 200/20-175.

## WEBSITE – TAXING DISTRICT DEBT AND PENSION

The Taxing Districts' Debt and Pension data is easily accessible online, allowing taxpayers to electronically obtain the financial information they need to make informed decisions about the local agencies that receive a share of their property taxes.

The site displays the financial information and data for the taxing districts which receive property taxes. The Treasurer's Debt Disclosure Report compares current employees versus retirees and total debts ranked worst to best.



**\$148 billion**

total debt of the 547 primary taxing agencies

# WEBSITE – TAXING DISTRICT DEBT AND PENSION

## Highlights of Your Taxing Districts' Debt and Pension

Select a taxing district name for detailed 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	Employees	Retirees	Difference
<a href="#">South Cook Mosquito Abatement Harvey</a>	\$351,608.00	\$4,413,618.00	\$909,221.00	29	1	28
<a href="#">Metro Water Reclamation Dist of Chicago</a>	\$3,475,872,000.00	\$2,740,910,000.00	\$1,193,113,000.00	1,966	2,408	-442
<a href="#">Acorn Public Library Dist Oak Forest</a>	\$572,181.00	\$2,996,700.00	(\$22,724.00)	27	23	4
<a href="#">Oak Forest Park District</a>	\$5,952,251.00	\$5,550,995.00	\$745,360.00	143	22	121
<a href="#">South Suburban Coll Dist 510 (S Holland)</a>	\$25,798,439.00	\$0.00	\$0.00	478	0	478
<a href="#">Bremen Community HS 228 (Midlothian)</a>	\$58,989,772.00	\$48,261,992.00	\$5,640,585.00	627	349	278
<a href="#">Forest Ridge Elementary School Dist 142</a>	\$5,494,022.00	\$7,785,246.00	\$965,524.00	150	216	-66
<a href="#">City of Oak Forest</a>	\$45,776,710.00	\$106,427,185.00	\$35,435,548.00	124	117	7
<a href="#">Town of Bremen</a>	\$516,201.00	\$631,034.00	(\$631,207.00)	9	0	9
<a href="#">Cook County Forest Preserve District</a>	\$193,646,842.00	\$457,040,680.00	\$246,669,734.00	513	527	-14
<a href="#">County of Cook</a>	\$6,468,096,809.00	\$25,197,996,698.00	\$16,082,338,828.00	22,030	18,217	3,813

## Reports and Data for All Taxing Districts

View the financial reports filed by 547 local Taxing Districts across Cook County pursuant to the Debt Disclosure Ordinance authored by Treasurer Maria Pappas.

- [Read the Treasurer's report](#)
- [Employees compared with retirees of all taxing districts, ranked worst to best](#)
- [Employees compared with retirees of all taxing districts, in alphabetical order](#)
- [The funded ratio of all pension and health care obligations, ranked worst to best](#)
- [The total debts and liabilities of all taxing districts, ranked worst to best](#)
- [The total debts and liabilities of all taxing districts, in alphabetical order](#)
- [Browse all financial reports filed by a specific local government.](#)

## FOREIGN LANGUAGE CONTENT

The Treasurer's Office has a feature on the website that allows property owners use [cookcountytreasurer.com](http://cookcountytreasurer.com) in **103 different languages**.

The Treasurer's Office implemented translation services directly into the code. By simply selecting a button, the site's content is translated into the desired language via Google Translate.

**103** foreign  
languages  
available on [cookcountytreasurer.com](http://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, COOK COUNTY CISTEOIR

Íocaíochtaí Díolúintí Aisíocaíochtaí seniors Do Bille Cánach Dátaí Cánach Eachtracha Teanga Bróisiúir foirmeacha Faoin Oifig Nuacht agus Físeán

### Pá Seinn do Free haghaidh

- Bain úsáid as do chuntas bainc a íoc do chuid cánacha maoin gan aon táille

### Do Forbhreathnú Cáin Mhaoine

- Cuardaigh \$ 79 milliún in aisíocaíochtaí atá ar fáil
- Seiceáil do díolúintí cánach
- Athraigh d'ainm agus seoladh poist
- Féach rialtais áitiúil 'fiacha & pinsin

### Déan staidéar Fiach

- Fostaithe vs pinsinéirí
- Fiacha agus dliteanais rialtais áitiúil

### Níos mó Bealaí Íocaíochta

- Chase
- Community Bank
- Ríomhphost
- ár Oifig

### Seachain an Sale Cánach

- An bhfuil do chánacha delinquent?

### Foirmeacha Íoslódál

- Cur isteach ar aisíocaíocht
- Do bhille trí ríomhphost
- Iarratas iarchur cánach do seniors, míleata



## INFORMATIONAL BROCHURES

Taxpayers may view and download informational brochures in English and 23 foreign languages on [cookcountytreasurer.com](http://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 **501,664** times (foreign brochures downloaded 413,273 times) since 2006, and **3,872** times thus far in 2019.

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

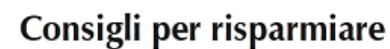
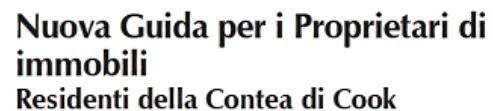
**501,664**  
foreign language brochure downloads

Language	Total (as of 9/29/19)
Albanian	8,971
Arabic	19,530
Assyrian	13,171
Bulgarian	13,056
Chinese	28,933
Croatian	21,303
Czech	7,483
English	88,391
German	9,805
Greek	10,238
Hindi	808
Italian	10,296
Japanese	2,904
Korean	23,406
Lithuanian	9,975
Polish	133,491
Romanian	14,578
Russian	18,226
Serbian	13,902
Slovakian	5,541
Spanish	28,193
Thai	3,534
Ukrainian	7,575
Urdu	8,354
<b>Total Downloads</b>	<b>501,664</b>



## Foreign Language Brochures

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





# Major Initiatives



# TARGETED OUTREACH PROGRAM

The Treasurer's Office Outreach Program continues to collaborate and expand on its efforts to work with elected officials and civic leaders in various communities.

The office has staff at Rainbow/PUSH Coalition three days a week to assist homeowners. Treasurer Pappas was awarded a Lifetime Achievement Award this summer from Rev. Jesse Jackson, Sr. due to her outreach efforts over the years.

Efforts are underway to establish a West Side Outreach Location to expand aid to citizens.

The office has also participated with groups representing Chinatown, the Hispanic community, and other ethnic groups. Staff continues to work with Aldermen and other elected officials.

## MARIA PAPPAS, COOK COUNTY TREASURER

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

### Properties Missing Senior Exemptions for Tax Year 2018

Nearly 28,000 senior citizens could have saved hundreds of dollars on their property tax bills due August 1, 2019, by applying for exemptions they previously received.

Those homeowners received the [Senior Citizen Homestead Exemption](#) for Tax Year 2017 but did not reapply for Tax Year 2018 (due in 2019). Of those seniors, roughly 21,000 previously received the [Senior Freeze Exemption](#) but also did not reapply.

Applications for tax exemptions are available from the [Cook County Assessor's Office](#). If the Assessor's Office grants the application, it will issue a Certificate of Error.

To check the status of exemptions for a particular property, you may [search by address](#) or [Property Index Number \(PIN\)](#).

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

#### Commissioner District

District	Commissioner
<a href="#">District 1</a>	Johnson, Brandon
<a href="#">District 2</a>	Deer, Dennis
<a href="#">District 3</a>	Lowry, Bill
<a href="#">District 4</a>	Moore, Stanley S.
<a href="#">District 5</a>	Sims, Deborah
<a href="#">District 6</a>	Miller, Donna
<a href="#">District 7</a>	Anaya, Alma E.
<a href="#">District 8</a>	Arroyo, Luis, Jr.
<a href="#">District 9</a>	Silvestri, Peter N.
<a href="#">District 10</a>	Gainer, Bridget
<a href="#">District 11</a>	Daley, John P.
<a href="#">District 12</a>	Degnen, Bridget
<a href="#">District 13</a>	Suffredin, Larry
<a href="#">District 14</a>	Britton, Scott R.
<a href="#">District 15</a>	Morrison, Kevin B.
<a href="#">District 16</a>	Tobolski, Jeffery R.
<a href="#">District 17</a>	Morrison, Sean M.

## AUTOMATIC REFUNDS – ELIMINATING THE APPLICATION PROCESS

The Treasurer's Office has automatically issued **refunds to nearly 57,000 taxpayers** since November 2018.

The **\$36.2 million in automatic refunds** eliminated the need for taxpayers to fill out a paper refund application.

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

The majority of refunds were the result of legislation passed 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.



**56,683**

Number of refunds issued electronically directly into taxpayers' bank or credit card accounts.

**\$36.2 million**

Amount of refunds taxpayers' bank or credit card accounts.

## 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. 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 84,000 payments (more than \$376 million)** that would have been issued as refunds have been stopped and returned since November 2010. Before STOPS, those payments would have been accepted and the payer required to request a refund.

Additional website enhancements were introduced in July 2019 to display pending payment information, an additional safeguard against overpayments.

# \$376 million

duplicate payments stopped from taxpayers

Tax Year	Quantity	Dollar Amount
2018*	3,655	\$21,891,175
2017	7,034	\$45,699,899
2016	6,946	\$34,948,957
2015	8,641	\$43,466,953
2014	10,401	\$45,920,361
2013	7,039	\$30,626,258
2012	13,123	\$54,940,477
2011	6,941	\$32,937,220
2010	12,019	\$51,541,178
2009	9,430	\$28,024,221
<b>Total</b>	<b>83,589</b>	<b>\$376,441,064</b>

\*Through September 29, 2019.

## LEGISLATIVE INITIATIVES

The Treasurer's Office is pushing three legislative initiatives:

- Tax Sale Dates
- Sale-In-Error Reduction
- Modifications to Subsequent Taxes

### **Tax Sale Dates**

- Modify law to allow taxpayers more time to tender payment before offering their taxes for sale.

### **Sale-In-Error Refunds**

- Reduce the number of sales-in-error by eliminating loopholes in the sale-in-error statute.

### **Modifications to Subsequent Taxes**

- Lower the interest rate on sub taxes to effectively reduce the redemption amounts taxpayers must pay in order to keep their properties.



## 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.

# 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)

# 2020

## 9 PAYMENT METHODS:

- Mail to Lockbox
- In-Person at Chase (Nearly 400 Locations)
- In-Person at Community Banks (106 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 11.5 million** payments have been processed by lockbox.

# 11.5 million

payments processed by lockbox

Tax Year	Quantity
2018*	375,609
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
<b>Total</b>	<b>11,501,035</b>

\*On-Time Payment statistics are through August 1, 2019 (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 14.7 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.

# 14.7 million

payments accepted at bank branches

Tax Year	On-Time Payments	Late Payments	Total Payments
2018	543,576	48,757	592,333
2017	576,236	71,112	647,348
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
<b>Total</b>	<b>13,216,763</b>	<b>1,478,276</b>	<b>14,695,039</b>

\*Through October 3, 2019.

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).

106 banking locations throughout Cook County accept property tax payments.

**More than 95,000** payments have been accepted at these locations since 2004.

**95,000**  
payments at community banks

Tax Year	# of Community Bank Branches	# of Payments
2018	106	5,140
2017	116	5,316
2016	120	5,967
2015	178	6,865
2014	194	5,484
2013	208	7,110
2012	194	7,140
2011	209	6,991
2010	209	7,222
2009	226	6,843
2008	223	6,084
2007	220	5,611
2006	216	5,342
2005	214	5,507
2004	215	4,794
2003	219	4,080
<b>Total</b>		<b>95,496</b>

\*Through September 22, 2019.

## 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 required manual handling and deposit of individual checks.

Wire payments from commercial users have totaled **nearly 23.3 million** payments (**nearly \$66 billion**) since August 2003.

**23.3 million**

commercial user wire payments

Tax Year	Quantity	Dollar Amount
2018	1,485,642	\$5,335,047,032
2017	1,453,482	\$4,949,322,628
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
<b>Total</b>	<b>23,292,682</b>	<b>\$65,815,361,129</b>
*Through October 3, 2019.		

## 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 **nearly 870,000 payments (\$3.6 billion)** since 2007.

Tax Year	Quantity	Dollar Amount
2018*	46,714	\$ 294,986,979
2017	56,321	\$ 312,225,976
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
<b>Total</b>	<b>869,424</b>	<b>\$ 3,571,834,339</b>

\*Through September 22, 2019.

# 870,000

commercial user ACH direct debit payments



## AUTOMATION PROJECTS – PAYMENTS

### Online Payments

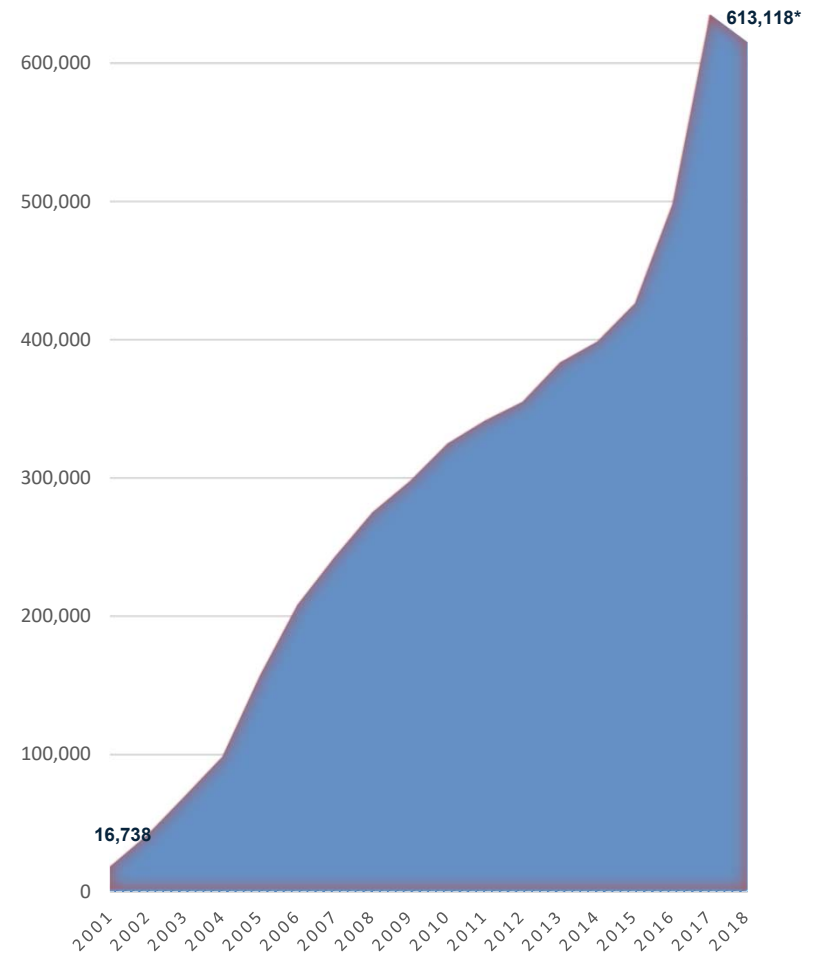
In March 2002, the Treasurer's Office introduced online payments for on-time payments. The office has collected **more than 5.3 million online payments** through October 3, 2019.

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 at Chase Branch locations.**

# 613,118

online tax payments thus far for TY2018



\*Through October 3, 2019 (please note taxpayers may continue to pay Tax Year 2018 taxes online).

## AUTOMATION PROJECTS – PAYMENTS

### Credit Card Payments

In July 2012, the office added the option for taxpayers to pay property taxes with a credit card.

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

A total of **302,000** credit card payments have been made totaling **more than \$721 million**.

**302,000**  
credit card payments

Tax Year	Quantity	Dollar Amount
2018*	66,296	\$172,834,166
2017	80,628	\$212,328,627
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
<b>Total</b>	<b>302,058</b>	<b>\$721,031,728</b>

\*Through October 3, 2019.

## AUTOMATION PROJECTS – PAYMENTS

### Subsequent Tax Electronic Payment System (STEPS)

The Treasurer's Office created an online payment method for Tax Buyers to make tax payments on properties after the initial purchase at the Annual Tax Sale.

Since 2007, there have been **more than 507,000 (more than \$1.3 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
2018*	29,198	\$82,200,993
2017	32,433	\$85,077,044
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
<b>Total</b>	<b>507,242</b>	<b>\$ 1,323,338,231</b>
*Through October 3, 2019.		

# 507,000

subsequent taxes paid online by tax buyers

# AUTOMATION PROJECTS – PAYMENTS

## In-Person Payments

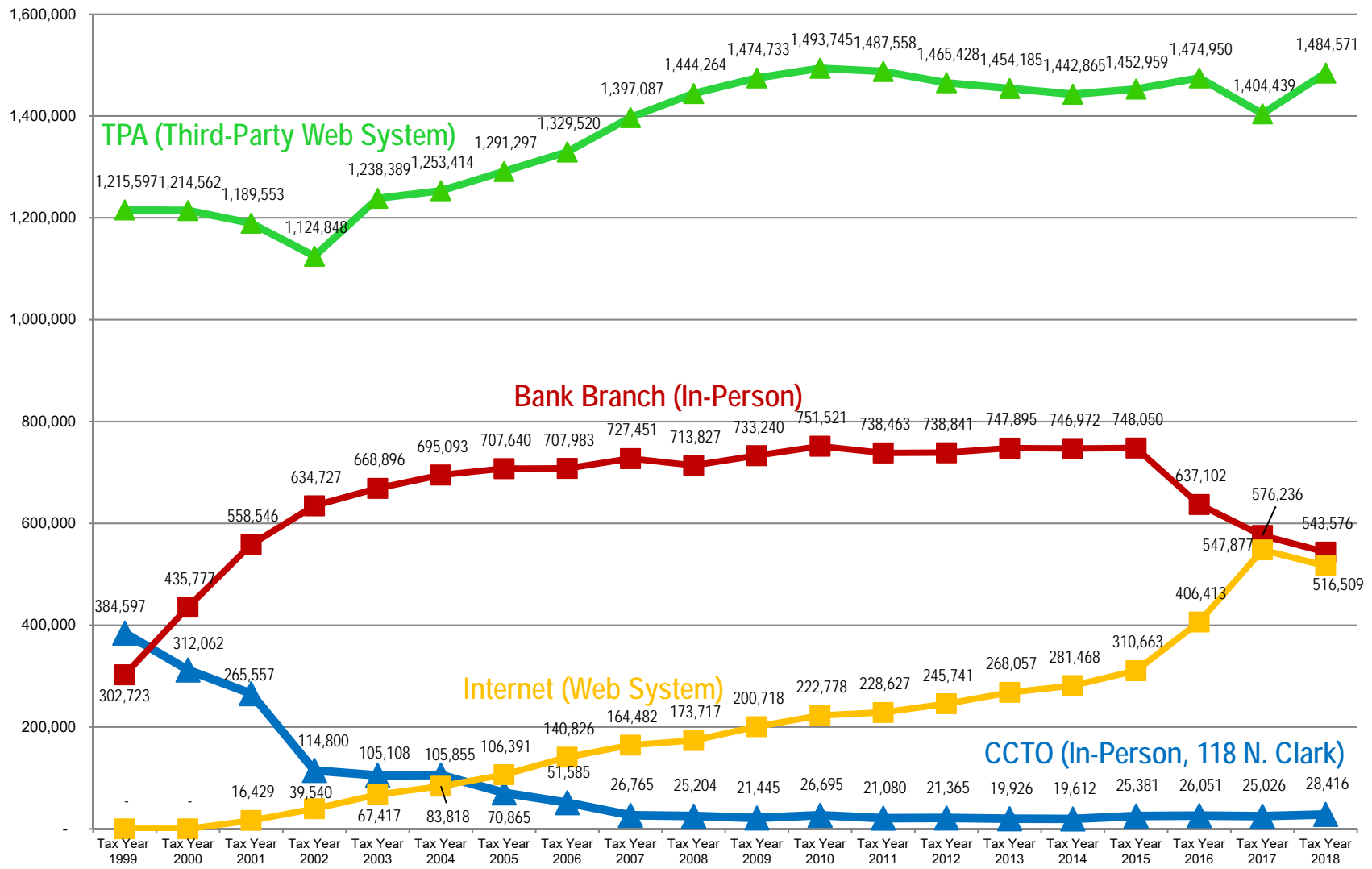
Because of the many payment options available to taxpayers, the Treasurer's Office, at the end of 2005, closed the five satellite offices. The office had more than 384,000 in-person payments at its six office locations in 2000.

For Tax Year 2018, in-person, on-time payments tallied **28,000** at the Clark Street location – accounting for just 0.94 percent of more than 3 million total on-time payments.

### 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



## 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. Treasurer's Office employees provide seamless customer services.
- Notification – All requested information is emailed to the taxpayer.

# DOCUMENT IMAGING PROJECT



## CUSTOMER SERVICE SYSTEM

### Case Information

**Case Number**

50092

**Date Created**

9/8/2016

**Received\***

Call Center

**Case Status**

Open

**Assigned To**

AGUILARY

**Date Closed****Entered By\***

[REDACTED]



### PIN Information

**PIN**

25-01

**Tax Year**

2014

**Installment**

2nd

**Property Volume**

280

**Property House**

[REDACTED]

**Property Direction**

E

**Property Street**

92ND

**Property Suffix**

ST

**Property City**

CHICAGO

**Property State**

IL

**Property Zip**

60617

**Property Town**

HYDE PARK



## 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 when 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 **nearly 162,000** emails since 2003.

# 162,000

emails by taxpayers

Calendar Year	Quantity
2019	9,769
2018	8,347
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
<b>Total</b>	<b>161,748</b>
*Through September 22, 2019.	

^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 FY2019, the Treasurer's Customer Service Call Center has handled **172,638 phone calls through October 4, 2019.**

**74.6%** of the calls have been handled automatically by the system. **25.4%** have been answered by a Call Center Employee.

In 2019, the Treasurer's Office introduced a feature that gives callers the option to leave a message and receive a returned phone call with 24 hours.

Callers can select from English, Polish or Spanish and follow prompts to obtain specific PIN information such as amount due or refund amount available.

# 172,638

phone calls received in FY2019

### BY THE NUMBERS



# 128,713

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



# 43,925

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

# CUSTOMER SERVICE – CALL CENTER

Live Phone Call Topic	Percentage of Live Calls	Year-to-Date Total*
Duplicate Bill (copy/ proof)	7.59%	3,335
Payment Instructions (incl. Hardship; partial payments)	14.35%	6,305
Payment Status 1 (paid, open, why \$0, NSF, prepay)	17.65%	7,751
Payment Status 2 (Caller referred to Web/Phone)	8.42%	3,698
On-Line Payments (paid, rejected, cancel payment, etc.)	4.79%	2,103
Name Change	5.32%	2,339
Tax Sale Date (Annual, Scavenger)	3.11%	1,368
Lost Checks (CCTO, Chase, Cancel/Re-issues, Currency Exchange)	1.76%	773
Penalty Waiver Request	1.23%	540
Transfer Information	0.83%	364
STOPS	0.30%	133
Refund Info (Do I have a refund/How to apply)	8.26%	3,628
Refund Info (Where is My Check?)	5.67%	2,489
Due Date and/or Amount	4.47%	1,965
Senior Deferral Info (how to apply, am I in, take me out, etc.)	0.70%	308
Mortgage Increased - Bank or Mortgage Company Directed to CCTO	0.23%	102
Chase Questions	0.28%	125
<b>Other Offices Questions (asked of Treasurer's Office Staff)</b>		
Assessment (bill too high)	1.32%	579
Exemption(s) not received	2.94%	1,292
Other Assessor Issues (property location, Certificate of Error, PIN)	3.74%	1,644
Clerk - Sold & Prior Year Taxes	2.90%	1,272
Recorder of Deeds	0.69%	302
Other	3.38%	1,483
<b>Total Calls Answered</b>	<b>100%</b>	<b>43,925</b>

\*Through October 4, 2019.

## 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](#)
[Administrator Functions](#)
[PIN Lookup](#)

PIN:

 -  -  -  - 
[Search](#)[Reset](#)Search results for PIN **02-12-** (ALL TAX YEARS SHOWN)

PALATINE IL 60074-2293

### PIN Summary

2018 Current Tax (Balance Due)  
 2017 Current Tax  
 2016 Current Tax (Overpayment)  
 2015 Current Tax  
 2014 Current Tax  
 2013 Current Tax (Sold)  
 2012 Current Tax  
 2011 Current Tax  
 2010 Current Tax  
 2009 Current Tax  
 2008 Current Tax  
 2007 Current Tax  
 2006 Current Tax

### Image Searches

☐ Coupon and Check Images  
 Tax Year 2006 2  
☐ Post Penalty Envelope Images  
 No records have been found.  
☐ Returned Certified Mail Images  
 Tax Year 2013 1  
 Image Archive

### Advanced Searches

Correspondence Letters 0  
 STOPS Letters 0  
 Duplicate and Overpayment Refunds 1  
 Returned Mail 16  
 Returned Mail Letters/Emails 0  
 Sold and Forfeited Tax Status 1  
 Tax Research Cases 0  
 Notes and Taxpayer Inquiries 1  
 Historical Summary 13  
 Transaction History -  
 Name Change History 7

### 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 District**  
 Scott R. Britton

**State Representative - 57th District**  
 Jonathan Carroll

**State Senator - 29th District**  
 Julie A. Morrison

[View Elected Officials Contact Directory](#)

### Returned Mail



A tax bill was returned within the last year. Please verify mailing address if a name or address change has not been submitted.

## 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 and new tax year data sets 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:

26 - 08 - - - -

Search

Reset

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

[Available Tax Types](#)

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

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

Township: Hyde Park

## Mailing Address:

S EWING AVE  
CHICAGO IL 60617

## Property Address:

S EWING AVE  
CHICAGO IL 60617

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

	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 with an automated, online auction in 2008. Tax buyer registration, collateral deposits, bidding and payments went from manually intensive processes to an online system.

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

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

**More than 206,000 PINs** have been sold through the automated sale system since 2008.

# 206,000

PINs sold at automated Tax Sale

Tax Year (Year Sale Held)	PINs Published/Sent Certified Notice	PINs Offered	PINs Sold
2017 (2019)	63,385	40,440	11,920
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
<b>Total</b>	<b>794,542</b>	<b>490,624</b>	<b>206,098</b>

## 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

#### Day 1

Vol Range: 001 - 147

Total Pins in Day:	7806	Number of Pins I Won:	0
Total Pins Sold:	2,427	Total Face Amt of Pins I Won:	\$0.00
Average Interest Rate:	0.66%	Avg. Interest Rate of my Pins:	0.00%
Weighted Average Int. Rate:	0.91%	Weighted Int. Rate of my Pins:	0.00%

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

[View Details >](#)

#### Day 2

Vol Range: 148 - 270

Total Pins in Day:	13081	Number of Pins I Won:	0
Total Pins Sold:	3,485	Total Face Amt of Pins I Won:	\$0.00
Average Interest Rate:	0.87%	Avg. Interest Rate of my Pins:	0.00%
Weighted Average Int. Rate:	1.06%	Weighted Int. Rate of my Pins:	0.00%

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

[View Details >](#)

#### Day 3

Vol Range: 271 - 464

Total Pins in Day:	13121	Number of Pins I Won:	0
Total Pins Sold:	3,539	Total Face Amt of Pins I Won:	\$0.00
Average Interest Rate:	0.93%	Avg. Interest Rate of my Pins:	0.00%
Weighted Average Int. Rate:	0.73%	Weighted Int. Rate of my Pins:	0.00%

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

[View Details >](#)

## 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 September 28, 2019, there have been **108,358** 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.

# 108,358

visits to the Taxing Agency Extranet in FY2019

# 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 547 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)



**\$148 billion**

total debt of the 547 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](#)  
[Delinquent 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): 31-15-202-000-0000

[BEGIN A NEW SEARCH](#)

Below are the most recent tax bills and local government financial information for this property.

- **2018 First Installment Property Tax Bill:** Shows the debt for each taxing district, including pension obligations.
- **2018 Second Installment Property Tax Bill:** Shows the taxes imposed by each taxing district.
- **Taxing Districts' Financial Statements and Disclosures:** Shows a summary of finances and links to financial statements.

[2018 First Installment Property Tax Bill](#)

[2018 Second Installment Property Tax Bill](#)

[Taxing Districts' Financial Statements and Disclosures](#)

#### Taxing Districts Data Viewer:

- **Summary Financial Report:** Click a taxing district name to see a summary of its financial information.
- **Complete Financial Report:** Click on view to see the taxing district's complete annual financial report.

#### MISCELLANEOUS TAXES

[South Cook Mosquito Abatement Harvey](#)  
[Sunnycrest Fire Prot District Flossmoor](#)

#### SCHOOL TAXES

[Prairie State Comm College 515 Chgo Hts](#)  
[Rich Township High School District 227](#)  
[Matteson School District 162](#)

#### Matteson School District 162

Key information about finances and retirement obligations is shown below. For assistance with definitions, please use the [Glossary of Financial Terms](#).

#### FINANCIAL DATA

	2018	2017
Fiscal Year:	01/09/2019 04:22 PM	11/20/2017 07:18 PM
Date Modified:		
Gross Operating Budget Revenue:	\$46,216,080.00	\$42,445,755.00
Total Debts and Liabilities:	\$62,765,384.00	\$44,268,719.00
Page Reference:	16	16



## 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](#)

## Taxing Districts' Financial Statements and Disclosures

### Matteson School District 162

Key information about finances and retirement obligations is shown below. For assistance with definitions, please use the [Glossary of Financial Terms](#).

#### FINANCIAL DATA

Fiscal Year:	2018	2017
Date Modified:	01/09/2019 04:22 PM	11/20/2017 07:18 PM
Gross Operating Budget Revenue:	\$46,216,080.00	\$42,445,755.00
Total Debts and Liabilities:	\$62,765,384.00	\$44,268,719.00
Page Reference:	16	16
Total Net Pension Liability:	\$4,544,438.00	\$6,480,264.00
Page Reference:	50	48
Total Debts and Liabilities (minus Total Net Pension Liability):	\$58,220,946.00	\$37,788,455.00
Total Number of Employees (Full-Time Equivalents):	361	348
Annual Financial Statement:	<a href="#">View</a>	<a href="#">View</a>

#### PENSION PLAN DATA

Pension Plan Name:	IMRF
Total Pension Retirees and Beneficiaries:	274
Pension Liability	
Year:	2017
Total Pension Liability:	\$15,812,219.00
Page Reference:	48
Net Pension Liability	
Year:	2017
Total Net Pension Liability:	(\$137,600.00)
Page Reference:	48
Pension Funded Ratio:	100.87%
Investment Rate of Return:	7.50%
Annual Rate of Salary Increases:	3.39%
Actuarial Report:	<a href="#">View</a>

#### OTHER POST EMPLOYMENT BENEFITS (OPEB)

This taxing district is not required to report any Other Post-Employment Benefits (OPEB) in its financial statements.

Total Pension/OPEB Liability:	\$15,812,219.00
Total Unfunded Pension/OPEB Liability:	(\$137,600.00)
Pension/OPEB Funded Ratio:	100.87%

## 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

\$ 2,729.29

## 2018 First Installment Property Tax Bill

Property Index Number (PIN)	Volume	Code	Tax Year	Payable In	Township	Classification
31-15-202-000-0000	179	32126	2018	2019	RICH	2-03

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
South Cook Mosquito Abatement Harvey	351,608	4,413,618	909,221	79.40%
Crawford Countryside Sanit Dist Matteson	0	0	0	0.00%
Sunnycrest Fire Protection Flossmoor	0	0	0	0.00%
Prairie St Comm College 515 (Chgo Hts)	35,195,630	16,521,250	16,521,250	0.00%
Rich Township High School District 227	27,923,778	42,553,891	5,198,133	87.78%
Matteson School District 162	37,788,455	15,788,219	1,603,729	89.84%
Town of Rich	362,240	10,223,428	314,735	96.92%
Cook County Forest Preserve District	193,646,842	457,040,680	246,669,734	46.03%
County of Cook	6,468,096,809	25,197,996,698	16,082,338,828	36.18%
<b>Total</b>	<b>6,763,365,362</b>	<b>25,744,537,784</b>	<b>16,353,555,630</b>	

## TAX CALCULATOR

2017 Total Tax 4,962.35  
 2018 Estimate x 55%  
**2018 1st Installment (Payable In 2019) = 2,729.29**

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

MATTESON IL 60443

# TIF INFORMATION ON TAX BILLS – SECOND INSTALLMENT

**TOTAL AMOUNT BILLED**
**\$ 2,402.49**
**2018 Second Installment Property Tax Bill**

Property Index Number (PIN)	Volume	Code	Tax Year	Payable In	Township	Classification
31-15-202-000-0000	179	32033	2018	2019	RICH	2-03

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

LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW

**TAXING DISTRICT BREAKDOWN**

Taxing District	2018 Tax	2018 Rate	2018 %	Pension	2017 Tax
<b>MISCELLANEOUS TAXES</b>					
South Cook Mosquito Abatement Harvey	5.68	0.017	0.11%		5.44
Sunnycrest Fire Prot District Flossmoor	285.54	0.855	5.56%		273.97
<b>Miscellaneous Taxes Total</b>	<b>291.22</b>	<b>0.872</b>	<b>5.67%</b>		<b>279.41</b>
<b>SCHOOL TAXES</b>					
Prairie State Comm College 515 Chgo Hts	159.30	0.477	3.10%		154.32
Rich Township High School District 227	2,018.85	6.045	39.34%	97.51	2,010.91
Matteson School District 162	2,335.45	6.993	45.51%	84.16	2,179.84
<b>School Taxes Total</b>	<b>4,513.60</b>	<b>13.515</b>	<b>87.95%</b>		<b>4,345.07</b>
<b>MUNICIPALITY/TOWNSHIP TAXES</b>					
Road & Bridge Rich	35.07	0.105	0.68%		32.97
General Assistance Rich	16.70	0.050	0.33%		15.64
Town of Rich	91.84	0.275	1.79%	7.68	89.06
<b>Municipality/Township Taxes Total</b>	<b>143.61</b>	<b>0.430</b>	<b>2.80%</b>		<b>137.67</b>
<b>COOK COUNTY TAXES</b>					
Cook County Forest Preserve District	20.04	0.060	0.39%	0.66	21.07
Consolidated Elections	0.00	0.000	0.00%		10.54
County of Cook	106.53	0.319	2.08%	36.40	111.15
Cook County Public Safety	41.08	0.123	0.80%		37.05
Cook County Health Facilities	15.70	0.047	0.31%		20.39
<b>Cook County Taxes Total</b>	<b>183.35</b>	<b>0.549</b>	<b>3.58%</b>		<b>200.20</b>
<b>(Do not pay these totals)</b>	<b>5,131.78</b>	<b>15.366</b>	<b>100.00%</b>		<b>4,962.35</b>

**TAX CALCULATOR**

2018 First Installment	2,729.29
2018 Second Installment	+ 2,402.49
<b>Total 2018 Tax (Payable In 2019)</b>	<b>= 5,131.78</b>

**PROPERTY LOCATION**

MATTESON IL 60443 1238

## 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 23.3 million** times since April 1, 2012. Thus far in 2019, visitor traffic has averaged **10,830 visitors per day**.



**23.3 million**

visitors to the Property Tax Portal

STATE OF THE OFFICE - 2020

# 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

LATEST NEWS: Pappas: Senior Citizens Owed as Much as \$45 Million in Unclaimed Cook County Property Tax Exemptions

## Find Your Property

**BY ADDRESS**

\* House Number

\* Street Unit

\* City Zip Code

**BY PIN**

OR

SEARCH

CLEAR

## Latest News

07/15/2019

TREASURER'S OFFICE

Pappas: Senior Citizens Owed as Much as \$45 Million in

## The Property Tax System



### 1. PROPERTY TAX BASE

The Assessor assesses all real estate located

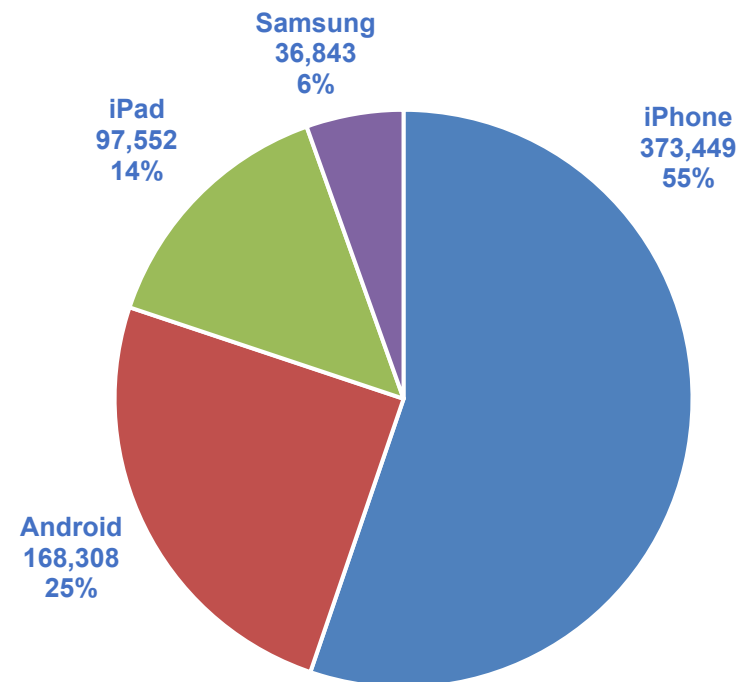
## COUNTY PROPERTY TAX PORTAL – MOBILE

The Treasurer's Office overhauled the Property Tax Portal 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.

Since December 1, 2017, there have been **676,152 visits** from mobile users.

In FY2019, there have been **372,302 visits** from mobile users. An **average of 1,229** mobile users access the site each day.

### Portal – Mobile Visits

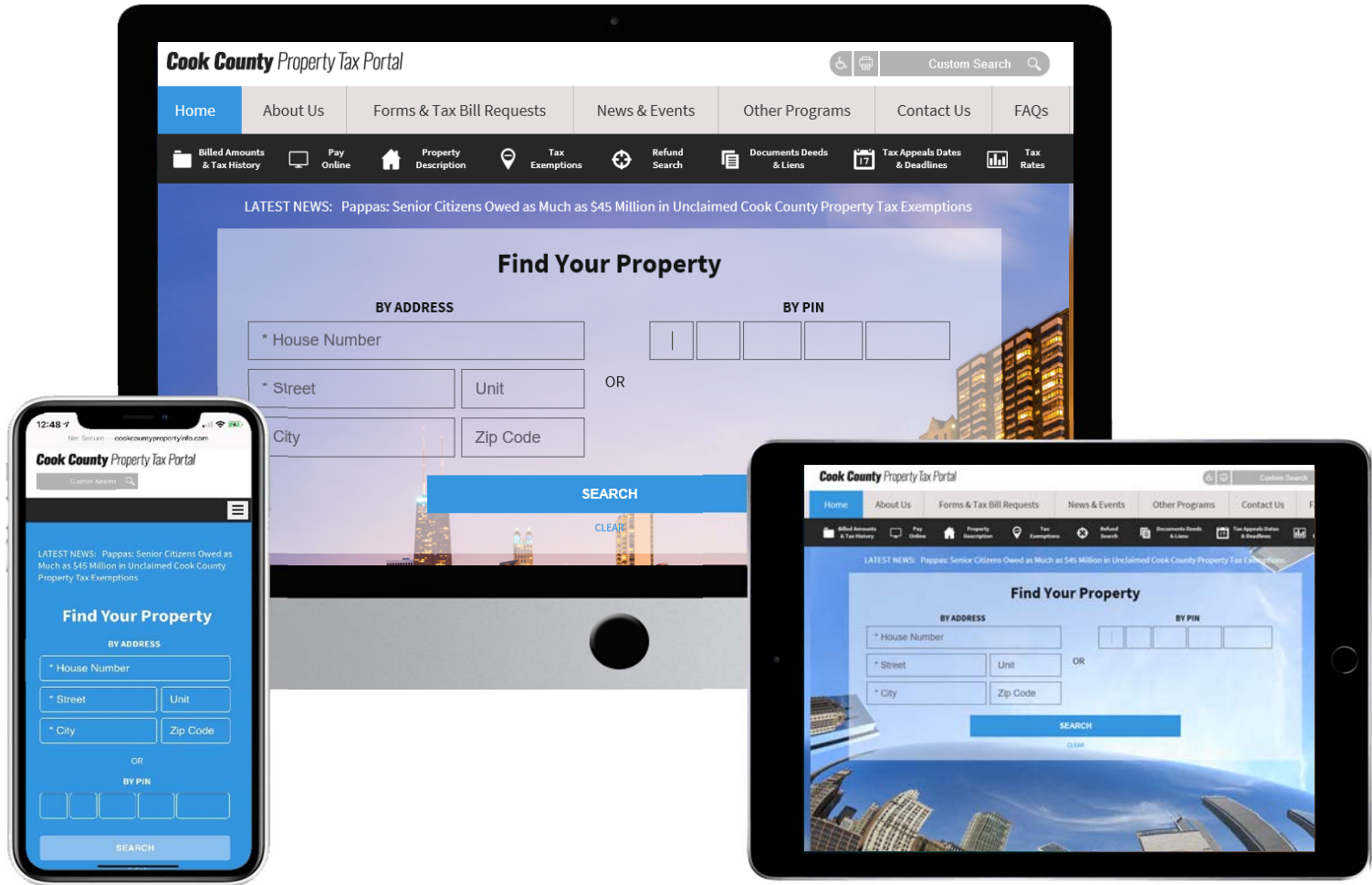


# 676,152

visits to the Property Tax Portal from a mobile device

STATE OF THE OFFICE - 2020

# 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.



**Maria Pappas**  
Cook County Treasurer

No. \_\_\_\_\_

## REQUEST FOR RECORDS IN ACCORDANCE WITH THE FREEDOM OF INFORMATION ACT

1) I am requesting to: Inspect \_\_\_\_\_ Copy \_\_\_\_\_ the following public records

(Please be specific)

2) Will this material be used for commercial purposes? Yes \_\_\_\_\_ No \_\_\_\_\_

- Commercial use means the use of any part of a public record or records, or information derived from public records, in any form, for sale, resale, or solicitation or advertisement for sales or services.
- It is a violation of the Freedom of Information Act to knowingly obtain a public record for a commercial purpose without disclosing that it is for a commercial purpose.

## REQUESTOR CONTACT INFORMATION:

NAME \_\_\_\_\_ COMPANY NAME (if applicable) \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY/STATE/ZIP \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_ TELEPHONE NUMBER (with area code) \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

☒ SIGNATURE

- For non-commercial requests, a response will be made within 5 business days after receipt of this request. The response may be extended for an additional 5 business days; you will receive a written response stating the reason for the extension.
- For all commercial requests, a response will be made within 21 business days after receipt of this request with an estimated completion date and a fee estimate. Unless the records are exempt, the request will be completed within a reasonable time period based on the size and complexity of the request. Priority shall be given to records requested for non-commercial purposes.
- If your request is denied, you will receive a written response stating the reason for the denial.
- Receipt of fee payment is required before copying of requested records is initiated.

### FOR OFFICE USE ONLY:

Request Received By: \_\_\_\_\_

(CCTO Employee)

Department: \_\_\_\_\_

Date: \_\_\_\_\_

### FOR OFFICE USE ONLY:

Request to inspect \_\_\_\_\_ copy \_\_\_\_\_ has been:

Approved / Denied (Circle one)

# pgs copied TOTAL FEES \$ \_\_\_\_\_

(Pgs 1-50 @ no cost/Additional pgs @ \$0.15 per page)

## REQUESTER ACKNOWLEDGEMENT OF RECEIPT OF DOCUMENTS (COMPLETE AT PICK-UP ONLY)

I hereby confirm that I have received the documents provided to me by the Cook County Treasurer's Office:

(Requester's signature) \_\_\_\_\_ Date: \_\_\_\_\_

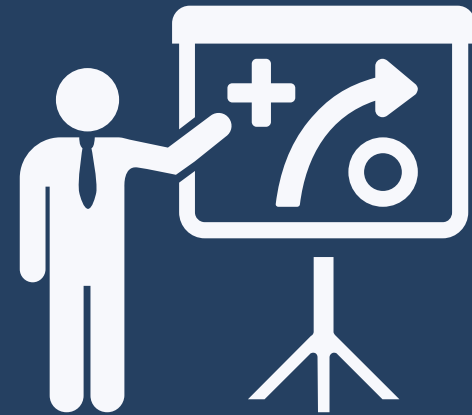
118 North Clark Street • Room 112 • Chicago, IL 60602  
www.cookcountytreasurer.com

# FREEDOM OF INFORMATION ACT (FOIA) LOG

Cook County Treasurer's Office FOIA Request Log Maria Pappas, Treasurer					Last Updated: 9/30/2019
Request Number	Date Received by CCTO	Requestor	Affiliation	Request	General Category
19-0754	6/21/2019	Mariann Pondiedzielska		PIN 13-26-102-016-0000, TY 2000-2018, payment and refund history	payment history
19-0755	6/21/2019	William Cook		2019 Scavenger Sale rules and regulations	tax sale
19-0756	6/24/2019	Azwar-Quadri		2019 Scavenger Sale rules and regulations	tax sale



# Focus On Budget



## FY1998 BUDGET COMPARISON

The Office had 250 employees in FY1998.

If the office maintained its staff of 250, the FY2020 budget would be **\$49.7 million**.

Instead, the office has 86.5 positions and a budget of **\$13.3 million** in FY2020.

- \$845,000 from taxpayer revenues (Corporate Account)
- \$12.4 million from commercial user fees (Automation Account)

Since FY2008, the Treasurer's Office has used \$102.6 million in commercial user fees to fund itself and automation efforts. The office is **94 percent self-funded** and **the goal continues to be an entirely self-funded office** that is independent of any taxpayer-funded sources.

**\$49.7 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:**

**\$49.7 million**

Instead, the office has 86.5 positions and the FY2020 budget **IS:**

**\$13.3 million**

## PERSONNEL COSTS

The biggest portion of the Treasurer's Office FY2020 budget comes from personnel costs – salaries and fringe benefits, such as health, vision, dental and life insurance.

These personnel costs comprised **73 percent of the FY2020 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.



**73 percent**  
of the Treasurer's budget is personnel costs

# 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 Bonus
FY2007 December 1, 2006*	1.5%	
FY2007 June 1, 2007	2.5%	3% for Non-Union Employees and \$1,000 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%	
FY2019 June 1, 2019	2.0%	Plus \$1,200 Bonus (December 2018)
FY2020 June 1, 2020*	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 **\$5.8 million** in FY2020. Instead, the benefits in the budget for FY2020 are \$1.9 million, of which \$1.77 million is paid out of the Treasurer's Automation Budget.

Benefit	FY1998 Average Cost Per Employee	FY2020 Average Cost Per Employee	Increase (\$)	Increase (%)
Medicare	\$290	\$1,339	\$1,049	462%
Pension	\$3,977	\$9,355	\$5,378	235%
Insurance (Health, Life, Pharmacy, Vision, Dental)	\$3,689	\$12,358	\$8,669	335%
<b>Total</b>	<b>\$7,955</b>	<b>\$23,052</b>	<b>\$15,096</b>	<b>290%</b>

# \$5.8 million

cost of benefits if the office had 250 employees in FY2020



## 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:

1

### **County Treasurer Corporate Account (formerly 060 Account)**

- Funded primarily by taxpayer sources
- FY2020 Budget: \$844,997

2

### **County Treasurer Tax Sale Automation Account (formerly 534 Account)**

- Funded by commercial user fees paid by banking and mortgage firms
- Established by County ordinance on April 6, 1999
- FY2020 Budget: \$12,441,151

Since FY2008, the Treasurer's Office has continually reduced the Corporate Account by shifting costs to the 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 in FY1998 to 68 in FY2020, a reduction of **72.8 percent**.

### FY1998 – 250 EMPLOYEES



### FY2020 – 68 EMPLOYEES



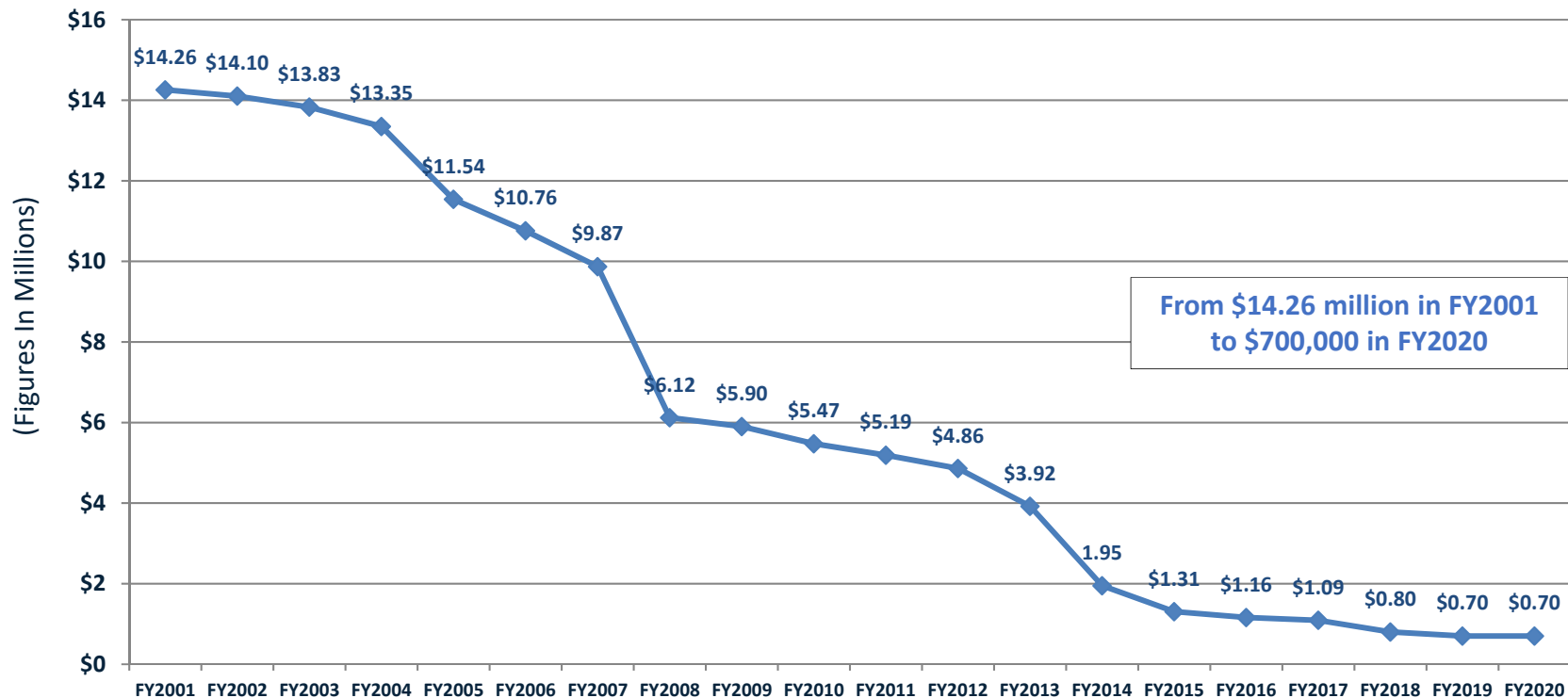
Although there are 86.5 positions in the FY2020 budget, the Treasurer's Office is operating with a staff of 68 as the remaining are open positions.

# FY2020 REDUCE CORPORATE BUDGET

FY2020 marks the 19<sup>th</sup> consecutive year that the request for Corporate Account funding, excluding fringe benefits, has been reduced.

- From \$698,855 in FY2019 to \$698,489 in FY2020, not including fringe benefits

## Corporate Account Budget Requests (since FY2001)



# ACCOUNT SUMMARY – CORPORATE ACCOUNT

## FY2020 Department Account Summary Including Fringe Benefits

## Corporate Account

OA	Description	2019 Approved & Adopted	2020 Request	Difference
501005	Salaries and Wages of Employees With Benefits	\$623,625	\$628,596	\$4,971
501165	Planned Salary Adjustment	\$3,121	\$0	(\$3,121)
501510	Mandatory Medicare Cost	\$9,322	\$9,397	\$75
501585	Insurance Benefits	\$158,921	\$133,544	(\$25,377)
501765	Professional Develop/Fees	\$3,498	\$3,567	\$69
520029	Armored Car Service	\$34,875	\$35,573	\$698
520485	Graphics and Reproduction Services	\$9,690	\$9,884	\$194
520725	Loss and Valuation	\$11,100	\$11,231	\$131
530100	Wearing Apparel	\$0	\$0	\$0
530635	Books, Periodicals and Publish	\$3,240	\$3,307	\$67
530700	Multimedia Supplies	\$204	\$208	\$4
540129	Maintenance and Subscription Services	\$9,500	\$9,690	\$190
<b>Total on Department:</b>		\$867,096	\$844,997	(\$22,099)
				<b>Decrease: 2.55%</b>

# ACCOUNT SUMMARY – AUTOMATION ACCOUNT

## FY2020 Department Account Summary

## Automation Account

OA	Description	2019 Approved & Adopted	2020 Request	Difference
501005	Salaries and Wages of Employees With Benefits	\$7,058,024	\$7,123,663	\$65,639
501165	Planned Salary Adjustment	\$1,147	\$4,000	\$2,853
501210	Planned Overtime Compensation	\$10,000	\$10,000	\$0
501225	Planned Benefit Adjustment	\$598,673	\$724,976	\$126,303
501510	Mandatory Medicare Cost	\$105,499	\$106,464	\$965
501585	Insurance Benefits	\$995,624	\$935,456	(\$60,168)
501765	Professional Develop/Fees	\$12,552	\$29,220	\$16,668
520149	Communication Services	\$15,510	\$16,454	\$944
520485	Graphics and Reproduction Services	\$700,000	\$810,000	\$110,000
520609	Advertising and Promotions	\$104,080	\$104,162	\$82
520825	Professional Services	\$695,000	\$738,600	\$43,600
521005	Professional Legal Expenses	\$15,000	\$15,000	\$0
530100	Wearing Apparel	\$10,000	\$6,000	(\$4,000)
530600	Office Supplies	\$90,600	\$92,412	\$1,812
530635	Books, Periodicals and Publish	\$65,955	\$193,170	\$127,215
540129	Maintenance and Subscription Services	\$853,879	\$754,413	(\$99,466)
540345	Property Maintenance and Operations	\$40,000	\$40,000	\$0
550005	Office and Data Processing Equip Rental	\$67,300	\$61,326	(\$5,974)
550029	Countywide Office and Data Processing Equip Rental	\$21,619	\$21,619	\$0
560220	Computer and Data Processing Supplies	\$119,780	\$388,150	\$268,370
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	\$10,000	\$10,000	\$0
<b>Total on Department:</b>		<b>\$11,846,309</b>	<b>\$12,441,151</b>	<b>\$594,842</b>
				<b>Increase: 5.02%</b>

# Projects



# FY2020 - FY2022 FUTURE PROJECTS

## Commercial Payer Enhancements

### Description:

The Treasurer's Office will introduce additional enhancements and efficiencies for commercial payers who utilize the Treasurer's customize bulk payment channels.

The initiatives are aimed at providing commercial payers, specifically mortgage companies, title companies, and banks, access to electronic data and statistics to better serve their individual taxpaying customers, and thereby reducing errors and duplicate payments.

### Benefits:

- Eliminate individual requests for data made of CCTO from commercial payers.
- Reduce the number of overpayments and duplicate payments from mortgage companies.
- Provide commercial users the ability to download bulk data such as historic payments, tax sale status, bankruptcy information, and individual tax exemption history.
- Streamline the payment process by allowing electronic payments for omitted assessment, arrearage and special assessment property tax bills.

PIN	Classification	Tax Code	Tax Year	Homeowner Exempt Amount					
32-12-200-004-0000	2-02	12059	2018	\$0.00					
32-12-200-010-0000	2-03	12059	2018	\$0.00					
32-12-200-011-0000	2-03	12059	2018	\$10,000.00					
32-12-200-013-0000	2-02	12059	2018	\$7,500.00					
32-12-200-015-0000	2-02	12059	2018	\$2,500.00					
32-12-200-017-0000	2-78	12059	2018	\$10,000.00					
32-12-200-018-0000	5-90	12001	2018	\$0.00					
32-12-201-002-0000	2-78	12059	2018	\$10,000.00					
32-12-201-003-0000	2-02	12059	2018	\$10,000.00					
32-12-201-005-0000	5-33	12059	2018	\$10,000.00					
32-12-201-011-0000	2-03	12059	2018	\$10,000.00					
32-12-201-013-0000	5-90	12059	2018	\$0.00					
32-12-201-026-0000	5-90	12172	2018	\$0.00					
32-12-201-027-0000	8-17	12172	2018	\$0.00					
32-12-201-028-0000	5-90	12172	2018	\$0.00					
32-12-201-029-0000	8-17	12172	2018	\$0.00					
32-12-201-030-0000	8-28	12172	2018	\$0.00					
32-12-201-031-0000	5-90	12172	2018	\$0.00					
32-12-201-032-0000	5-90	12172	2018	\$0.00					
32-12-203-002-0000	2-39	12059	2018	\$0.00					
32-12-203-005-0000	2-39	Tax Year	PMT	Payment Date	Tax Amount	Penalty	Cost	Total	Serial Number
32-12-203-006-0000	2-01	2018	P1	01/21/2019	\$110.28	\$0.00	\$0.00	\$110.28	012319500864
32-12-203-008-0000	2-01	2018	P1	04/05/2019	\$300.00	\$39.00	\$0.00	\$339.00	040819500307
32-12-203-009-0000	2-01	2018	P1	05/13/2019	\$100.00	\$15.00	\$0.00	\$115.00	051519500401
32-12-203-010-0000	2-71	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500988
32-12-203-010-0000	2-71	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500989
32-12-203-011-0000	1-01	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500990
32-12-203-012-0000	2-01	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500991
32-12-203-013-0000	2-71	2018	P1	06/03/2019	\$113.50	\$0.00	\$0.00	\$113.50	060419500678
32-12-203-014-0000	2-71	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500261
32-12-203-014-0000	2-71	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500262
32-12-203-015-0000	1-01	2018	P1	08/02/2019	\$50.00	\$0.00	\$0.00	\$50.00	080319500263
32-12-203-016-0000	2-01	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500264
32-12-203-017-0000	2-71	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500265
32-12-203-018-0000	2-71	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500266
32-12-203-018-0000	2-71	2018	P1	08/02/2019	\$50.00	\$0.00	\$0.00	\$50.00	080319500267
32-12-203-019-0000	1-01	2018	P1	08/02/2019	\$200.00	\$0.00	\$0.00	\$200.00	080319500268
32-12-203-020-0000	1-01	2018	P1	08/02/2019	\$250.00	\$0.00	\$0.00	\$250.00	080319500269
		2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500270
		2018	P1	08/02/2019	\$210.00	\$0.00	\$0.00	\$210.00	080319500271
		2018	P1	08/02/2019	\$100.91	\$0.00	\$0.00	\$100.91	080319500272
		2018	P1	08/02/2019	\$250.00	\$0.00	\$0.00	\$250.00	080319500273
		2018	P1	08/02/2019	\$75.00	\$0.00	\$0.00	\$75.00	080319500274
		2018	P1	08/02/2019	\$75.00	\$0.00	\$0.00	\$75.00	080319500275
		2018	P2	08/02/2019	\$78.61	\$21.39	\$0.00	\$100.00	080519505805
		2018	T2	08/02/2019	\$13.50	\$0.00	\$0.00	\$13.50	082919380015
		2018	T2	08/02/2019	\$13.50	\$0.00	\$0.00	\$13.50	082919380016
		2018	T2	08/02/2019	\$9.50	\$0.00	\$0.00	\$9.50	082919380017
		2018	T2	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	082919380018

## FY2020 - FY2022 FUTURE PROJECTS

### Outsource Tax Bill Printing

#### Description:

The Treasurer's Office drafted, published and is currently evaluating the responses to an RFP 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.





## FY2020 - FY2022 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 several times to express concern for the direction of the project with Tyler Technologies.

**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.



# FY2020 - FY2022 FUTURE PROJECTS

<b>Name of Project:</b>	<b>Mailroom Automation – Pitney Bowes Engage One Inform</b>
<b>Description:</b>	CCTO will implement software that helps manage what pieces of mail (tax bills) have been delivered.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Receive data feed of returned mail, and reason mail was rejected.</li> <li>• Eliminate need to sort, scan, and store returned mail from bulk mailings.</li> </ul>

<b>Name of Project:</b>	<b>Replace Internal Email System (CRM)</b>
<b>Description:</b>	Replace CRM system with internally developed software application. Integrate CRM with PIN Research, allow attachments from external users, and streamline distribution of emails via revised internal workflow.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Integrate incoming emails directly into internal PIN Research system.</li> <li>• Send and receive documents as attachments.</li> <li>• Provide better reporting capabilities to managers.</li> </ul>

<b>Name of Project:</b>	<b>Electronic Forms on Website</b>
<b>Description:</b>	Add fillable form to website for Name Change, D&Os, and Senior Deferrals, use identification verification service, to identify taxpayer, write files for daily uploads.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Eliminate PDF documents and paper forms.</li> <li>• Reduce manual data entry and processing.</li> </ul>

<b>Name of Project:</b>	<b>Automatically Issue Refunds via ACH</b>
<b>Description:</b>	Expand issuance of refund checks via direct ACH (electronically back to taxpayer's account). Eliminate printing & mailing of refund checks by returning funds directly to payer. Bulk payer refunds will be batched to produce a single refund instead of multiple checks.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Streamline and increase efficiency.</li> </ul>

# FY2020 - FY2022 FUTURE PROJECTS

<b>Name of Project:</b>	<b>Online Payment “Shopping Cart” Enhancements</b>
<b>Description:</b>	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.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Eliminates a user from having to make payment transactions one at a time.</li> <li>• Reduces payment processing time.</li> </ul>

<b>Name of Project:</b>	<b>Exemptions - Certificate of Error Status on CCTO Website</b>
<b>Description:</b>	Utilize data from the mainframe to convey the status to taxpayers who have applied for missing property tax exemptions with the Assessor.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Eliminate questions from taxpayers.</li> <li>• Display the entire exemption history, including Certificate of Error.</li> <li>• Add information to the one-stop shop property tax overview page.</li> </ul>

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

<b>Name of Project:</b>	<b>Returned Mail Module – Additional Enhancements</b>
<b>Description:</b>	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.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Streamline and increase efficiency.</li> </ul>

# FY2020 - FY2022 FUTURE PROJECTS

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

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

<b>Name of Project:</b>	<b>PIN Research – Additional Enhancements</b>
<b>Description:</b>	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.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>Add the following:             <ul style="list-style-type: none"> <li>C of E type, status, reason</li> <li>Build-in functionality to print email a PDF tax bill, and track stats for the same process</li> <li>CRM/Correspondence History – log of taxpayer contact with the office</li> </ul> </li> </ul>

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

# FY2020 - FY2022 FUTURE PROJECTS

<b>Name of Project:</b>	<b>Automation of Transfers</b>
Description:	Identify and provide periodic reports of potential transfers of payments utilizing data from the MIS.
Benefit(s):	<ul style="list-style-type: none"> <li>Automatically provide a report listing potential transfers for transactions within a given tax year.</li> <li>Allow for misapplied payments to be posted properly.</li> </ul>
<b>Name of Project:</b>	<b>Streamline Payments from Online Bill Payment Sites</b>
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"> <li>Reduce volume of manual payments required to be researched.</li> <li>Increase accuracy of payments that otherwise would be sent back to taxpayers for inaccurate or missing information.</li> </ul>
<b>Name of Project:</b>	<b>Electronic Feed of Open Item Bill Amounts</b>
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"> <li>Reduce cashiering errors.</li> <li>Eliminate manual entry.</li> </ul>
<b>Name of Project:</b>	<b>Online Open Item Bill Payments</b>
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"> <li>Provide taxpayers another option to pay (right now, Open Items can only be paid in-person or by mail).</li> <li>Eliminate manual payment processing.</li> </ul>
<b>Name of Project:</b>	<b>ATM/Kiosk Tax Payments</b>
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"> <li>Provides additional, convenient payment option to taxpayers.</li> <li>Allows property tax payment collection points in areas that lack nearby bank branches.</li> </ul>

# FY2020 - FY2022 FUTURE PROJECTS

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

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

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

<b>Name of Project:</b>	<b>Update Individual Online Payment Site</b>
<b>Description:</b>	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 \$2.00 enhanced processing fee.
<b>Benefit(s):</b>	<ul style="list-style-type: none"> <li>• Improve payment processing systems so taxpayers can pay multiple PINs at the same time.</li> <li>• Improve system design and communication.</li> </ul>

## TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2019

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 - FY2019

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
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 - FY2019

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 - FY2019

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

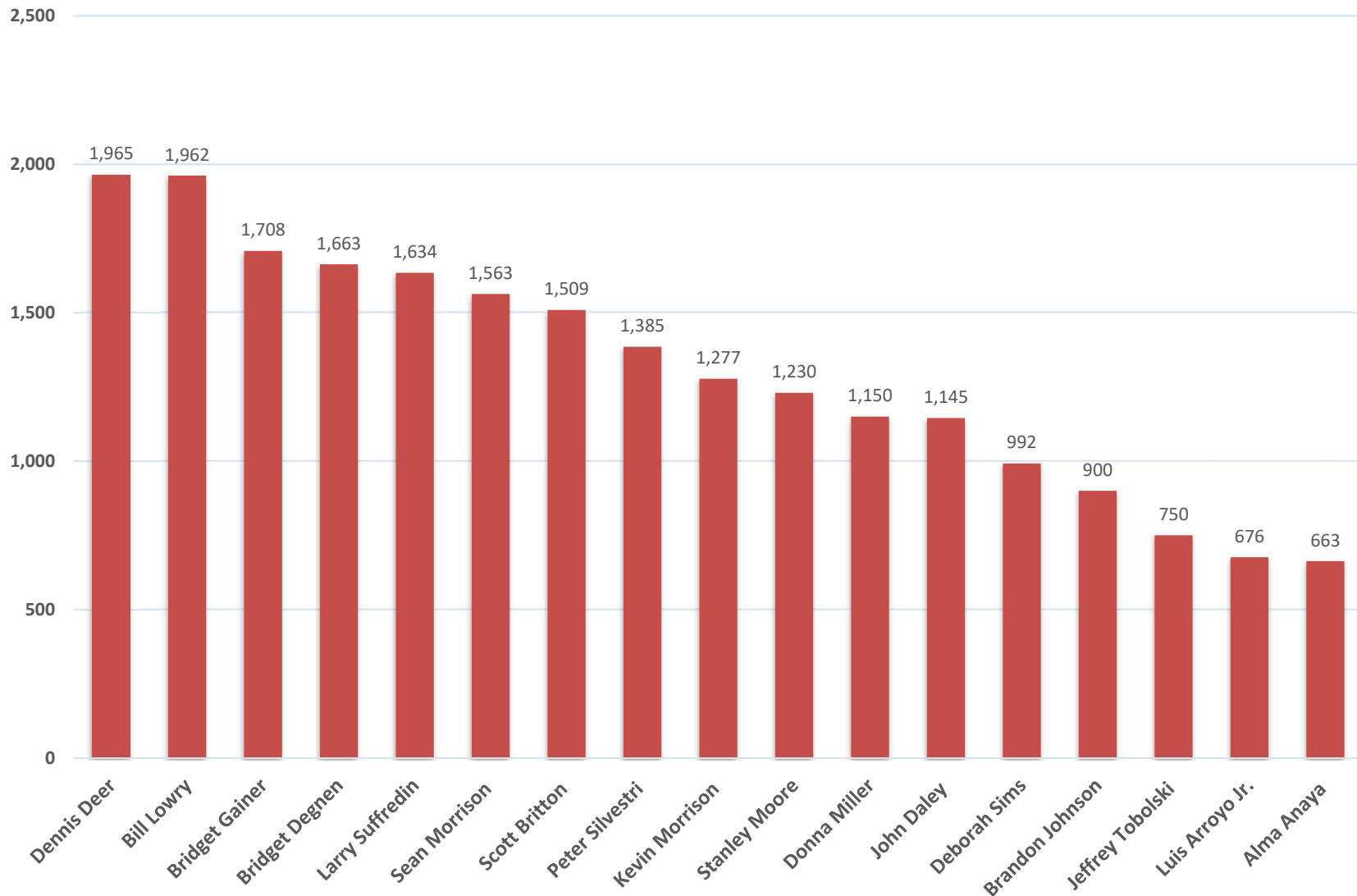
## TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2019

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

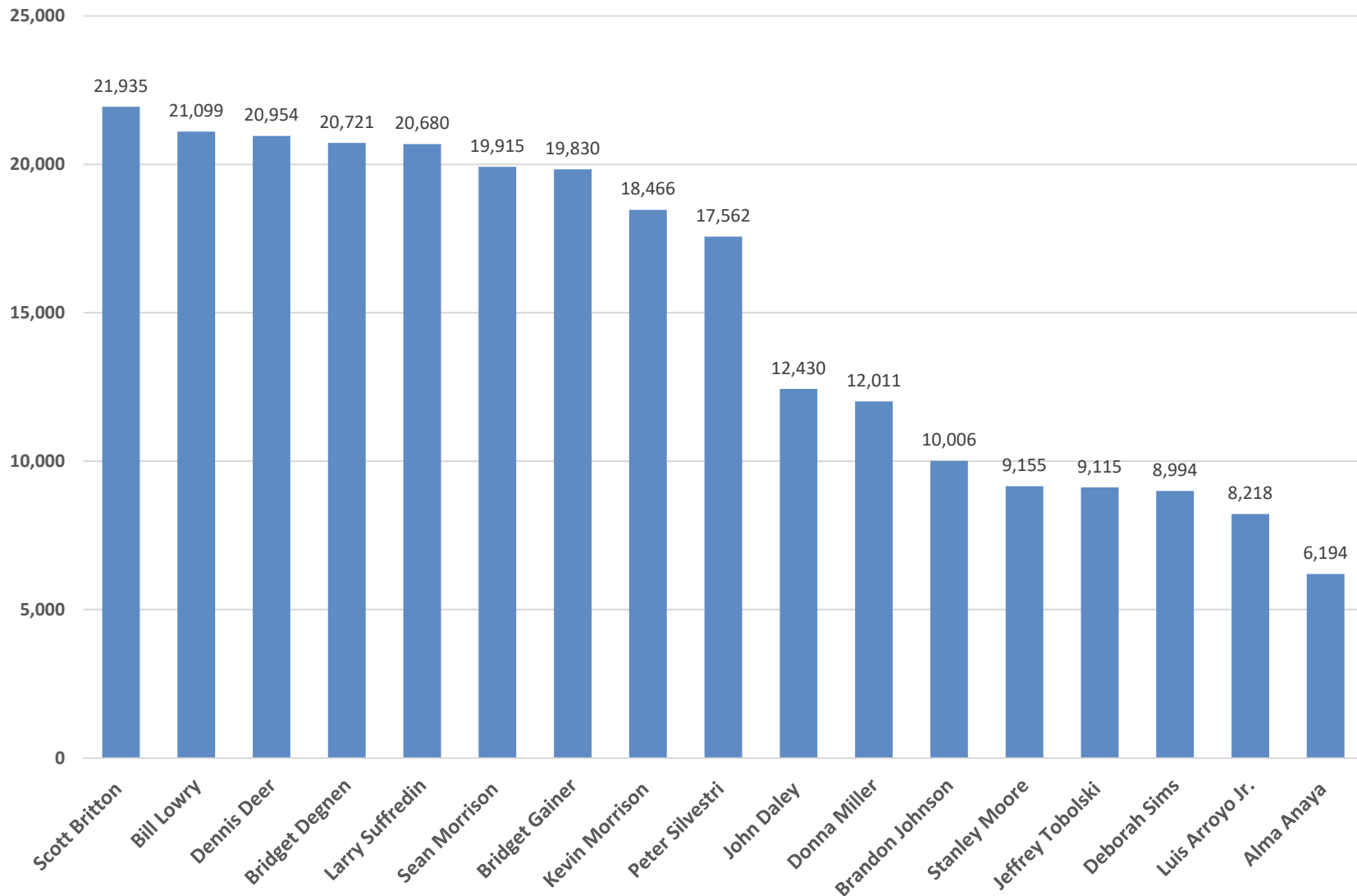


## 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: CREDIT CARD PAYMENTS



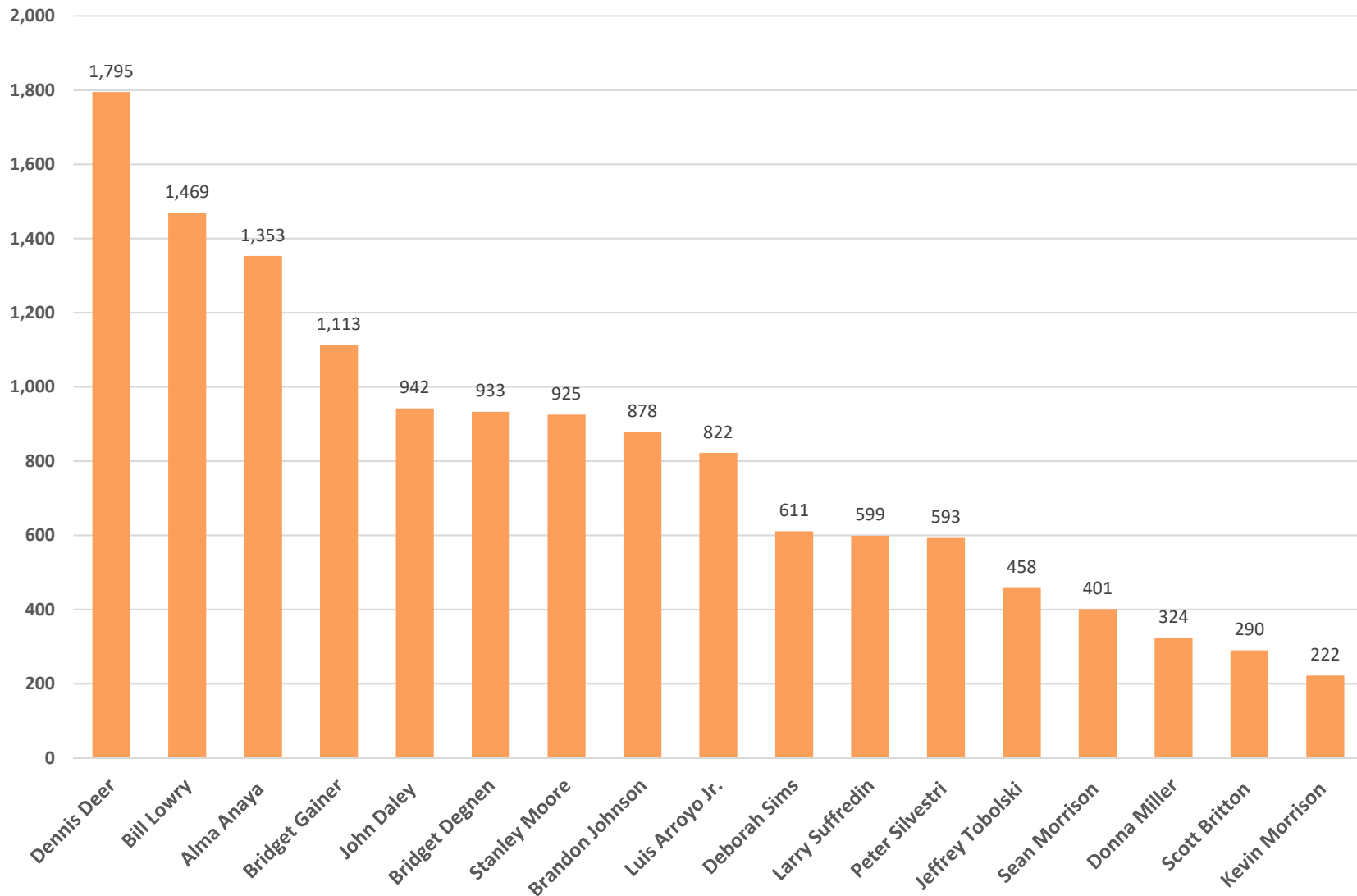
Payments made from 6/21/2019 through 8/1/2019

## 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: ONLINE (INTERNET) PAYMENTS



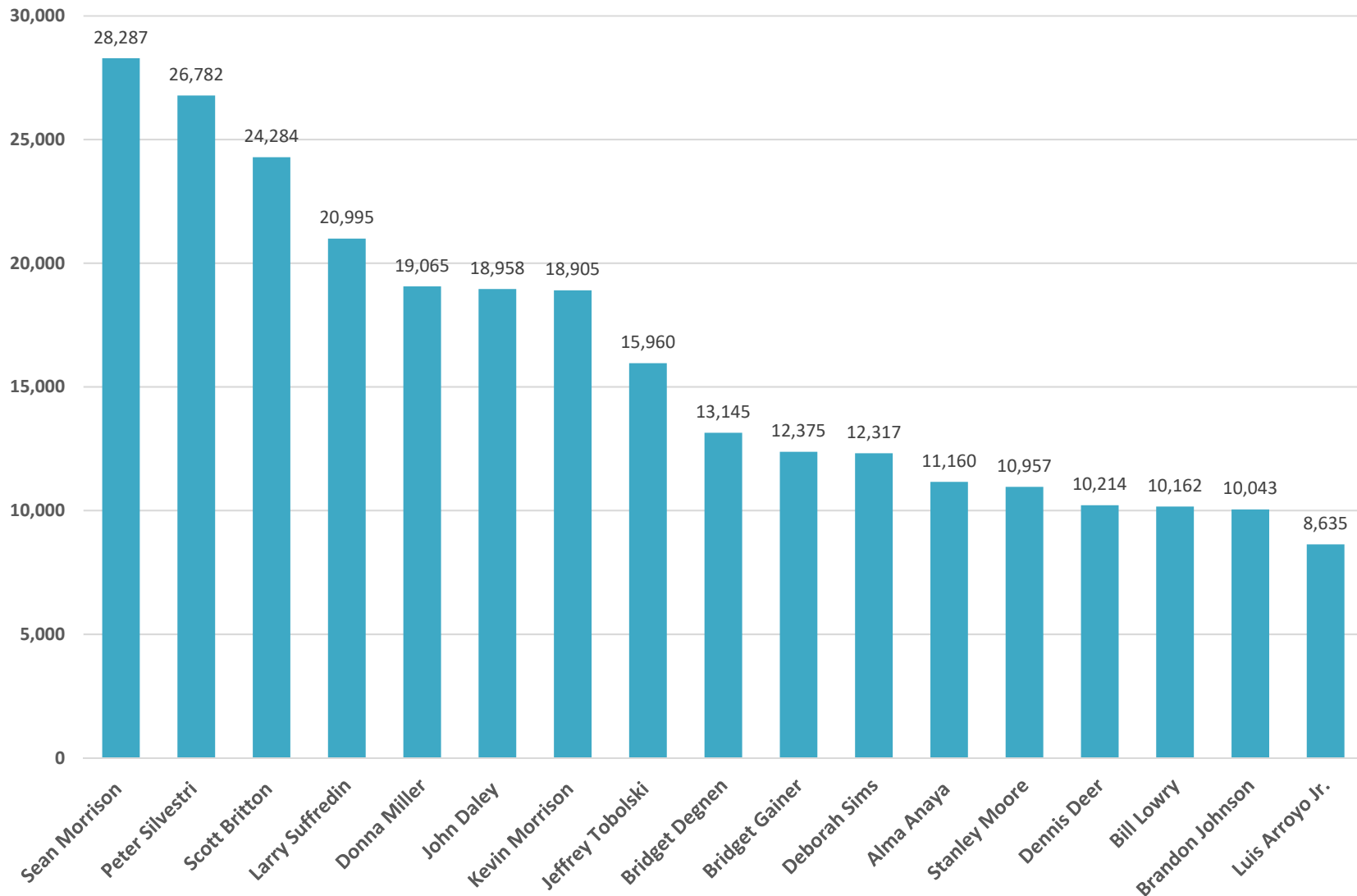
Payments made from 6/21/2019 through 8/1/2019

## 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: TREASURER'S OFFICE IN-PERSON PAYMENTS



Payments made from 6/21/2019 through 8/1/2019

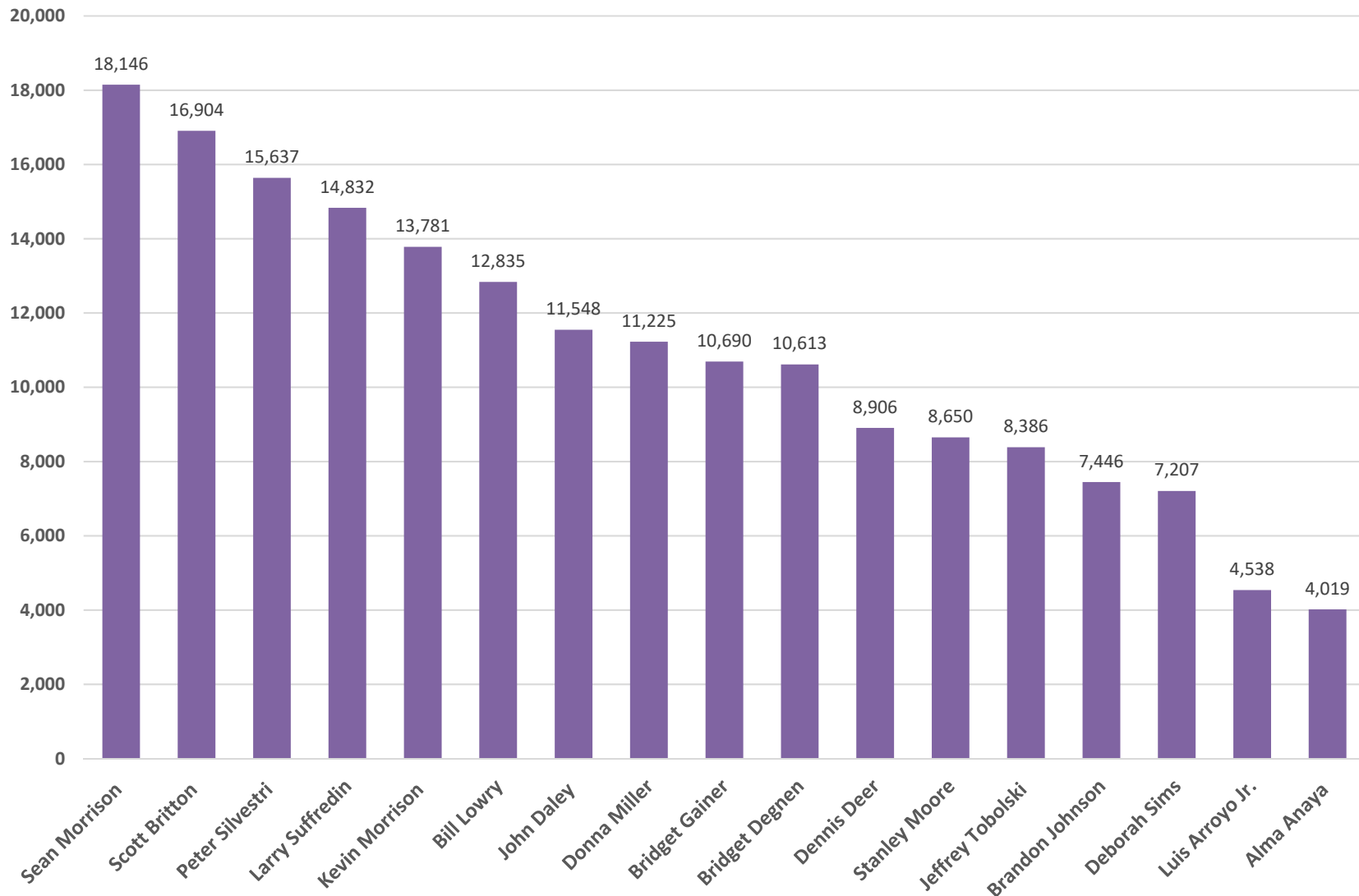
## 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: CHASE BANK BRANCH PAYMENTS



Payments made from 6/21/2019 through 8/1/2019

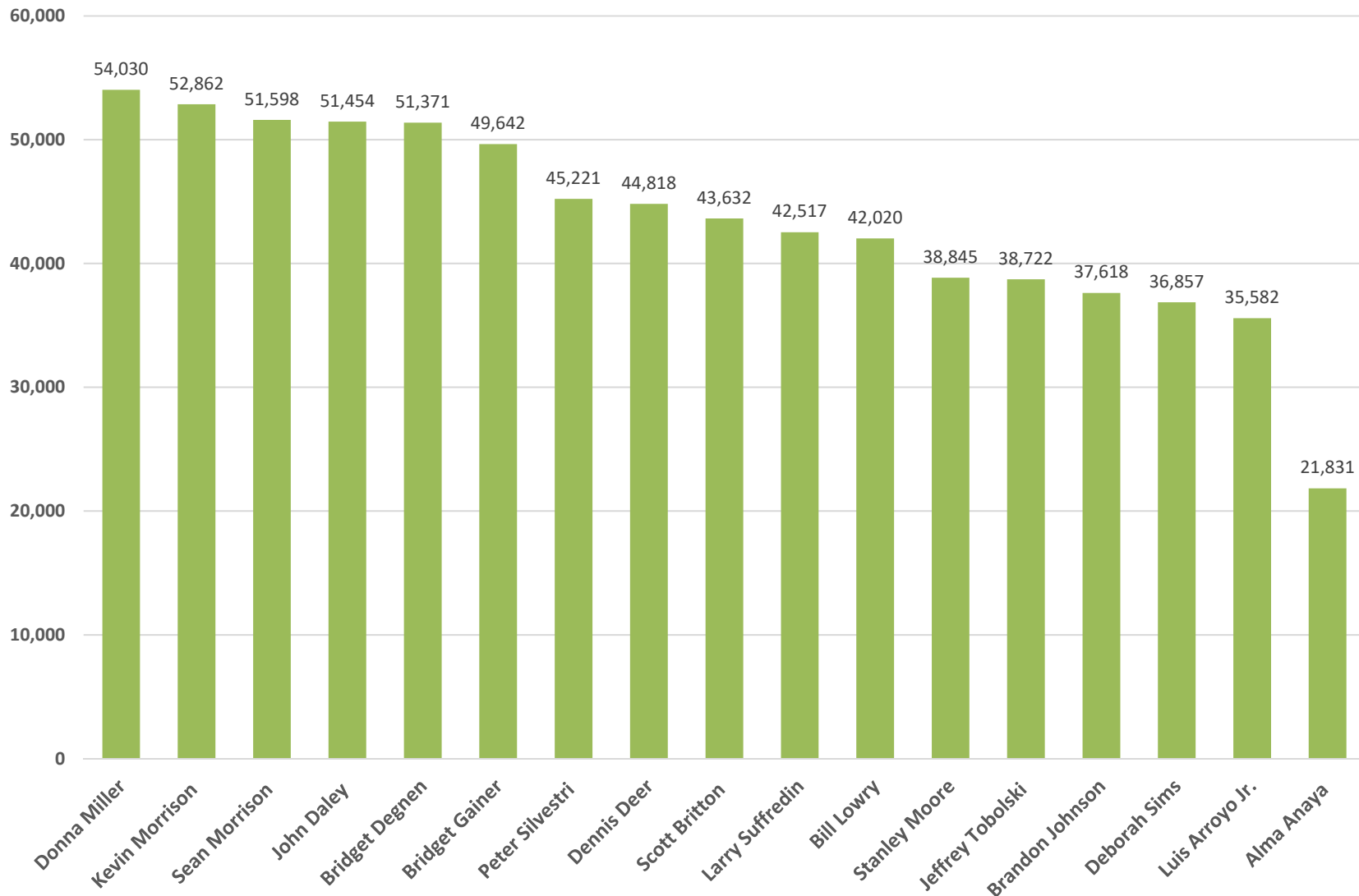


## 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: MAIL (LOCKBOX) PAYMENTS



Payments made from 6/21/2019 through 8/1/2019

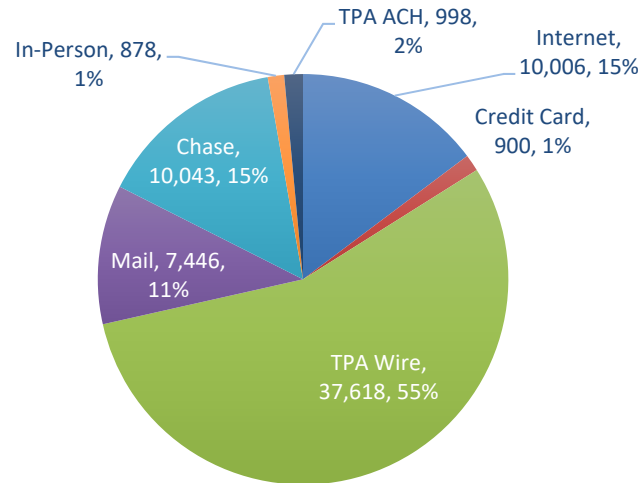
## 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: THIRD-PARTY AGENT (MORTGAGE) WIRE PAYMENTS



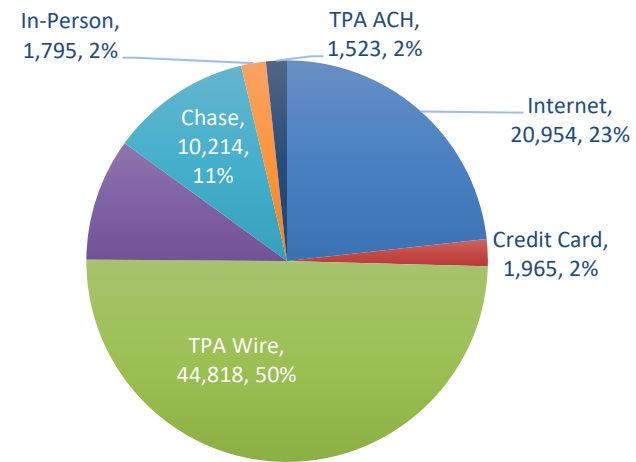
Payments made from 6/21/2019 through 8/1/2019

# 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

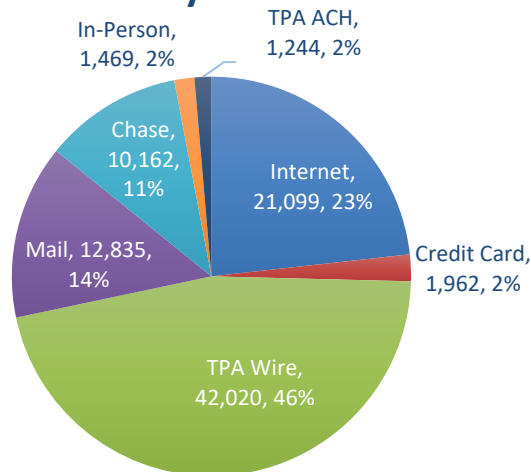
**Brandon Johnson – District 1**



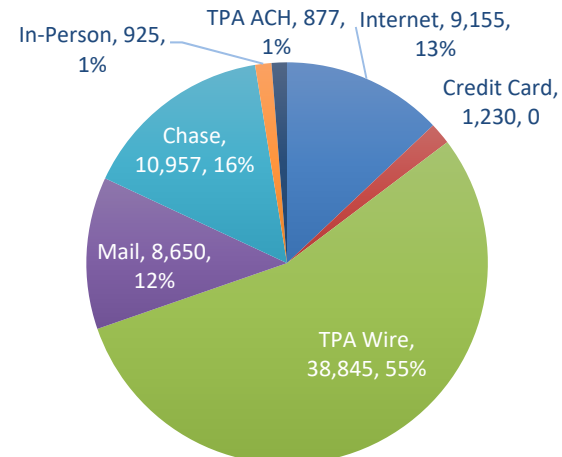
**Dennis Deer - District 2**



**Bill Lowry - District 3**



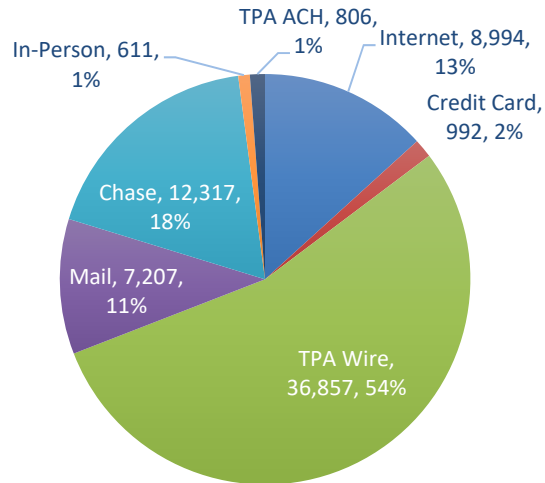
**Stanley Moore - District 4**



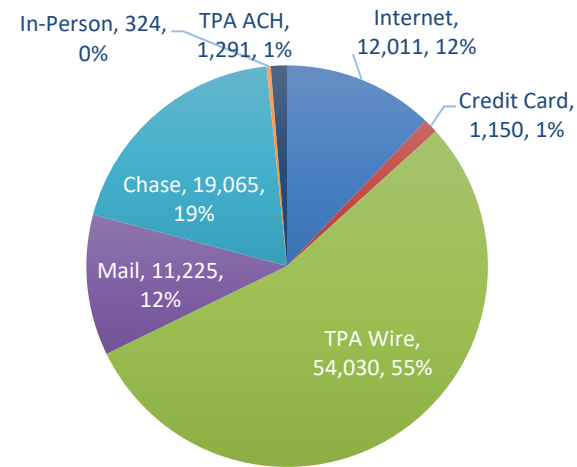
Payments made from 6/21/2019 through 8/1/2019

# 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

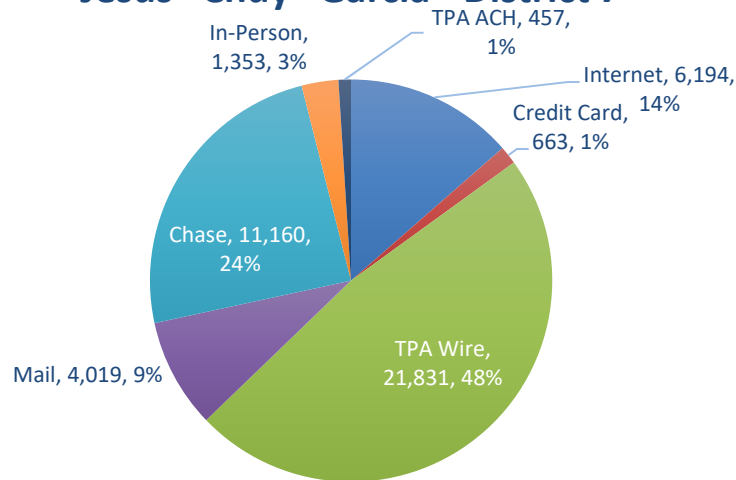
**Deborah Sims - District 5**



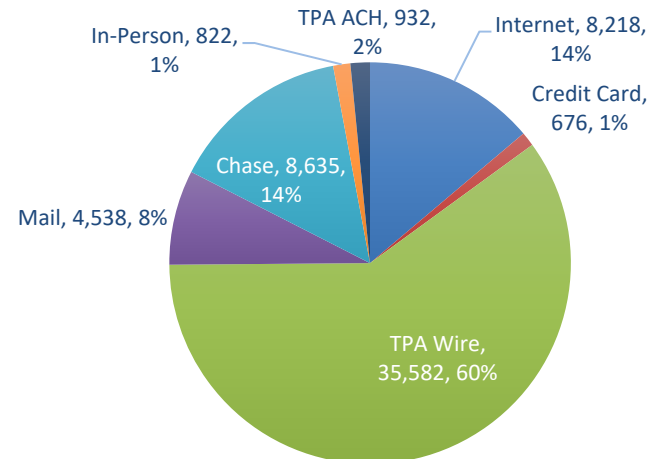
**Donna Miller - District 6**



**Jesús "Chuy" García - District 7**



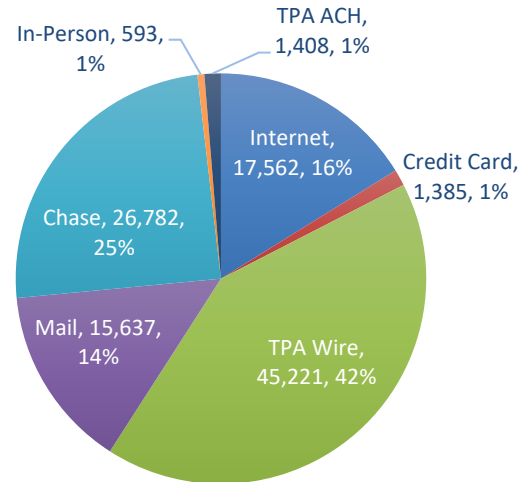
**Luis Arroyo, Jr. - District 8**



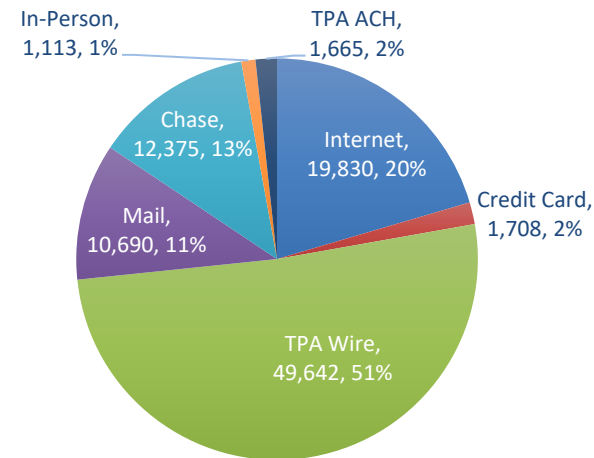
Payments made from 6/21/2019 through 8/1/2019

# 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

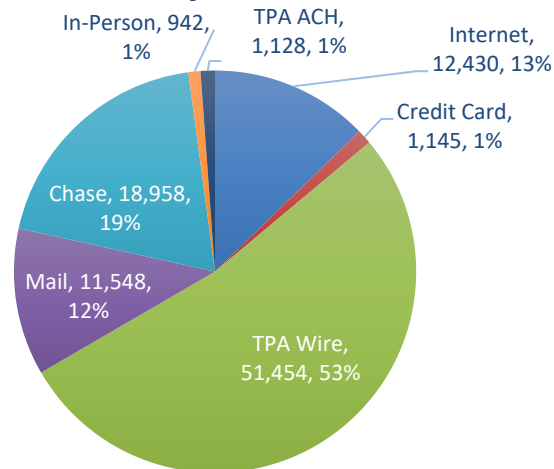
**Peter Silvestri - District 9**



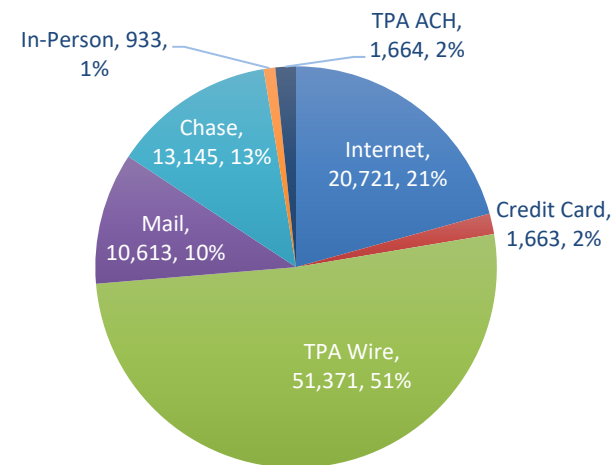
**Bridget Gainer - District 10**



**John Daley - District 11**



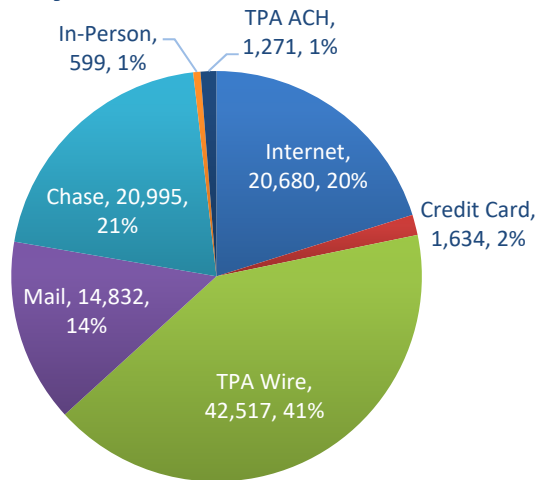
**Bridget Degnen - District 12**



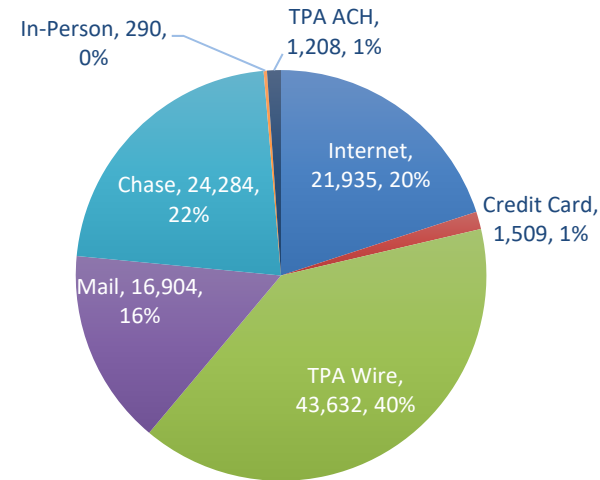
Payments made from 6/21/2019 through 8/1/2019

# 2018 SECOND INSTALLMENT ON-TIME PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

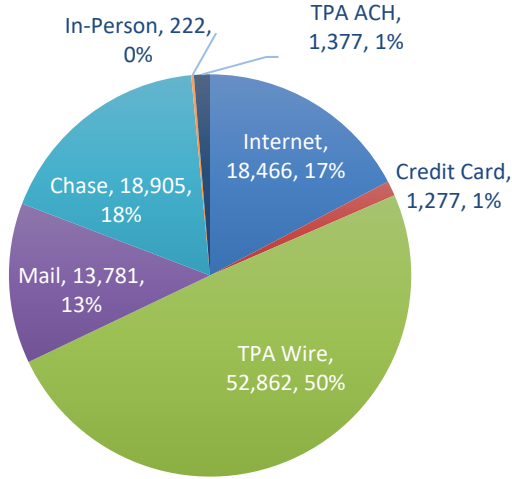
**Larry Suffredin - District 13**



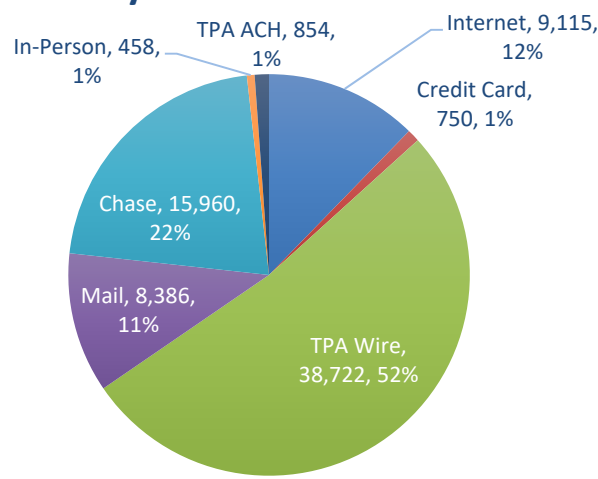
**Scott Britton - District 14**



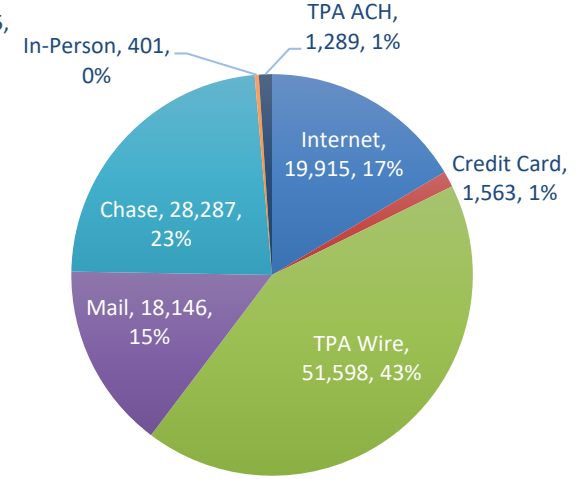
**Kevin Morrison - District 15**



**Jeffery Tobolski - District 16**



**Sean Morrison - District 17**



Payments made from 6/21/2019 through 8/1/2019

# 2017 ANNUAL TAX SALE – BREAKDOWN

TY2017 PINs Sold in Annual Sale held in May 2019 (by Commissioner and Classification)

