Cook County Treasurer Maria Pappas

STATE OF THE OFFICE - 2021

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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

November 2, 2020

Dear President Preckwinkle:

It is with great pleasure that I submit to you the Fiscal Year 2021 budget for my office.

Year after year, I come before the Board with a budget request that meets or exceeds the proposed target. My 2021 budget marks the 20th consecutive year that I have met or exceeded the target. **My budget for FY2021 is $528,915 less than for FY2020**.

During this past summer's Second Installment collection sprint, my website once again had more than ONE MILLION VISITS. Additionally, I am continuing to prioritize providing outreach to taxpayers, helping taxpayers claim part of $75 million in duplicate and overpayment refunds and $34 million in missing senior exemptions.

The following are highlights of the FY2021 Treasurer's Office Budget:

- Our current employee count is 58, a **76.8 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 $54.8 million.
- 94 percent of the budget comes from commercial user fees. **Our goal continues to be an entirely self-funded office independent of any taxpayer-funded sources**.

I am proud to request the adoption of this FY2021 budget for the Treasurer's Office.

Sincerely,

Maria

Maria Pappas
Cook County Treasurer

Website

cookcountytreasurer.com

WEBSITE HIGHLIGHTS – (cookcountytreasurer.com)

"Your Property Tax Overview"

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

1.1 million visitors

July 1, 2020 through August 3, 2020

6.3 million visits

FY2020 thus far

75.1 million total visitors

since 2004

4.3 million visits

on mobile devices since December 2017

WEBSITE HIGHLIGHTS – (cookcountytreasurer.com)

"Your Property Tax Overview"

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

$75 Million in Refunds

Online, electronic application
(going back 20 years)

$34 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

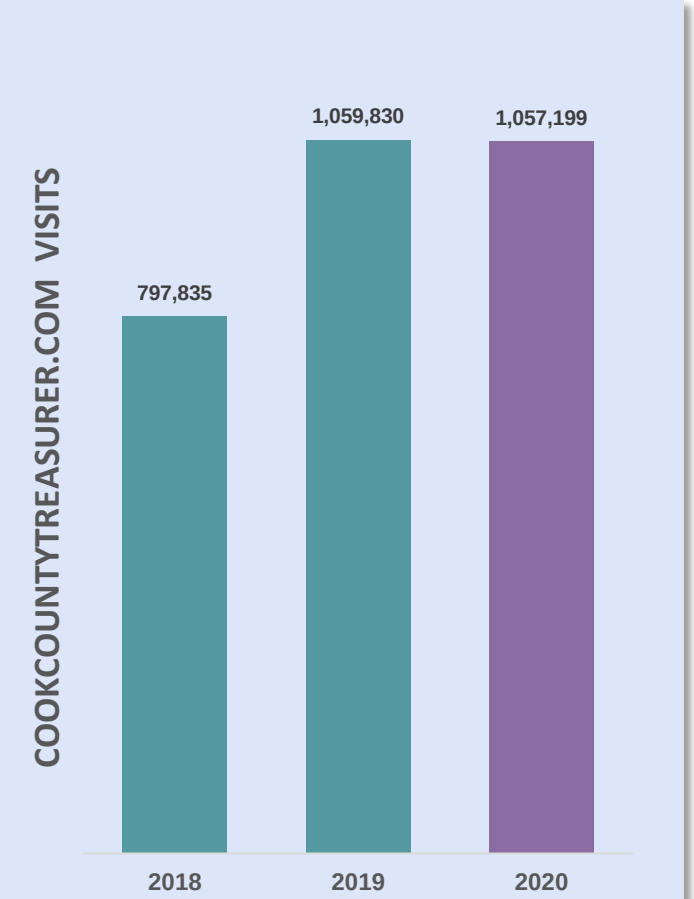
WEBSITE – PAGE VISITS

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 during the 2019 Second Installment collection sprint from July 1, 2020 through the August 3, 2020 due date.

"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



Second Installment On-Time collection sprint: July 1 through Due Date

1.1 million

website visitors between 7/1/2020 and 8/3/2020

WEBSITE – PAGE VISITS

In FY2020, cookcountytreasurer.com has been visited more than **6.3 million times**. Comprehensive statistics appear below.

General Statistics	December	January	February	March	April	May	June	July	August	September*	YTD*
Number of Visits	393,633	587,661	843,500	693,648	459,465	430,211	649,461	956,477	677,062	638,376	6,329,494
Average Visit Length (Minutes)	2.06	2.13	1.64	1.71	1.81	1.93	2.04	1.85	1.71	1.66	1.85
Visitors that visited more than once	58,061	72,903	3,880	116,850	72,434	64,838	86,285	135,692	3,088	92,340	706,371
First time visitors	160,430	282,701	13,754	287,979	190,576	187,431	292,116	449,796	304,699	272,537	2,442,019
Visited Pages	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September***	**YTD***
Property Tax Overview Results	148,504	247,021	416,907	328,053	203,996	192,747	331,357	533,398	344,047	306,299	3,052,329
Property Tax Overview Search	109,477	193,503	338,421	242,817	134,780	130,829	217,733	392,856	232,621	212,495	2,205,532
Payment Status Search	36,845	54,247	63,160	55,851	47,070	38,576	49,571	65,329	62,481	51,640	524,770
Scavenger Tax Sale	278	342	273	315	265	341	344	339	396	325	3,218
Name/Address Change	22,236	37,320	73,455	54,311	10,811	7,405	9,607	17,046	11,681	10,075	253,947
Contact Us Form	2,354	3,009	4,283	4,890	2,865	2,469	2,872	4,420	3,372	2,742	33,276
Contact Us Information	229	280	383	408	324	294	194	208	199	177	2,696
If Taxes Were Sold	1,039	1,467	1,443	1,545	1,275	1,228	1,349	1,477	983	957	12,763
Annual Tax Sale Information	222	339	388	591	470	436	488	514	391	382	4,221
Homeowner Exemption Information	7,329	14,200	11,978	7,240	4,662	3,940	6,398	10,313	5,015	4,998	76,073
Apply for Refund Information	4,056	9,188	7,738	5,927	4,046	4,148	3,004	4,477	2,634	7,024	52,242
Research A Topic	395	510	746	837	856	1,062	1,238	1,466	1,164	1,765	10,039
News Article View	1,744	1,978	3,051	7,629	8,005	8,422	10,851	10,916	6,708	34,858	94,162
TPA Home Site	52	81	7,550	5,962	5,706	5,834	6,717	11,729	8,072	10,221	61,924
Community Bank Home (Teller View)	414	923	1,803	905	464	485	596	1,614	691	673	8,568
Exemption Results	10,141	20,626	24,285	15,705	9,804	9,813	16,768	22,635	12,984	12,883	155,644
Payment By Electronic Check	7,290	30,599	133,373	63,624	12,434	8,720	19,252	139,091	58,671	46,791	519,845
Payment By Credit Card	2,170	4,738	16,642	13,342	3,946	2,893	3,636	15,174	9,010	7,758	79,309
Estate Search	618	908	735	604	519	556	725	852	561	831	6,909
Sign up for email notification	378	680	831	615	538	563	933	1,115	679	850	7,182
Senior citizen homestead exemption	2,435	7,639	5,667	2,540	1,685	1,861	3,297	7,661	2,582	2,678	38,045
Senior citizen assessment freeze exemption	2,369	8,766	6,478	2,511	1,811	1,856	3,091	6,153	2,564	2,578	38,177
Due dates	2,739	4,965	4,086	4,013	3,961	5,199	9,034	10,748	4,970	4,248	53,963
Understanding your tax bill	1,976	3,432	3,485	2,868	2,537	2,469	4,067	4,468	2,409	2,136	29,847
Completed Uncashed Check Searches	640	2,281	1,119	719	591	695	1,241	1,431	915	1,268	10,900

*Includes October 1, 2020

WEBSITE – PAGE VISITS

The heart of the Treasurer's Office is 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 75 million** times.

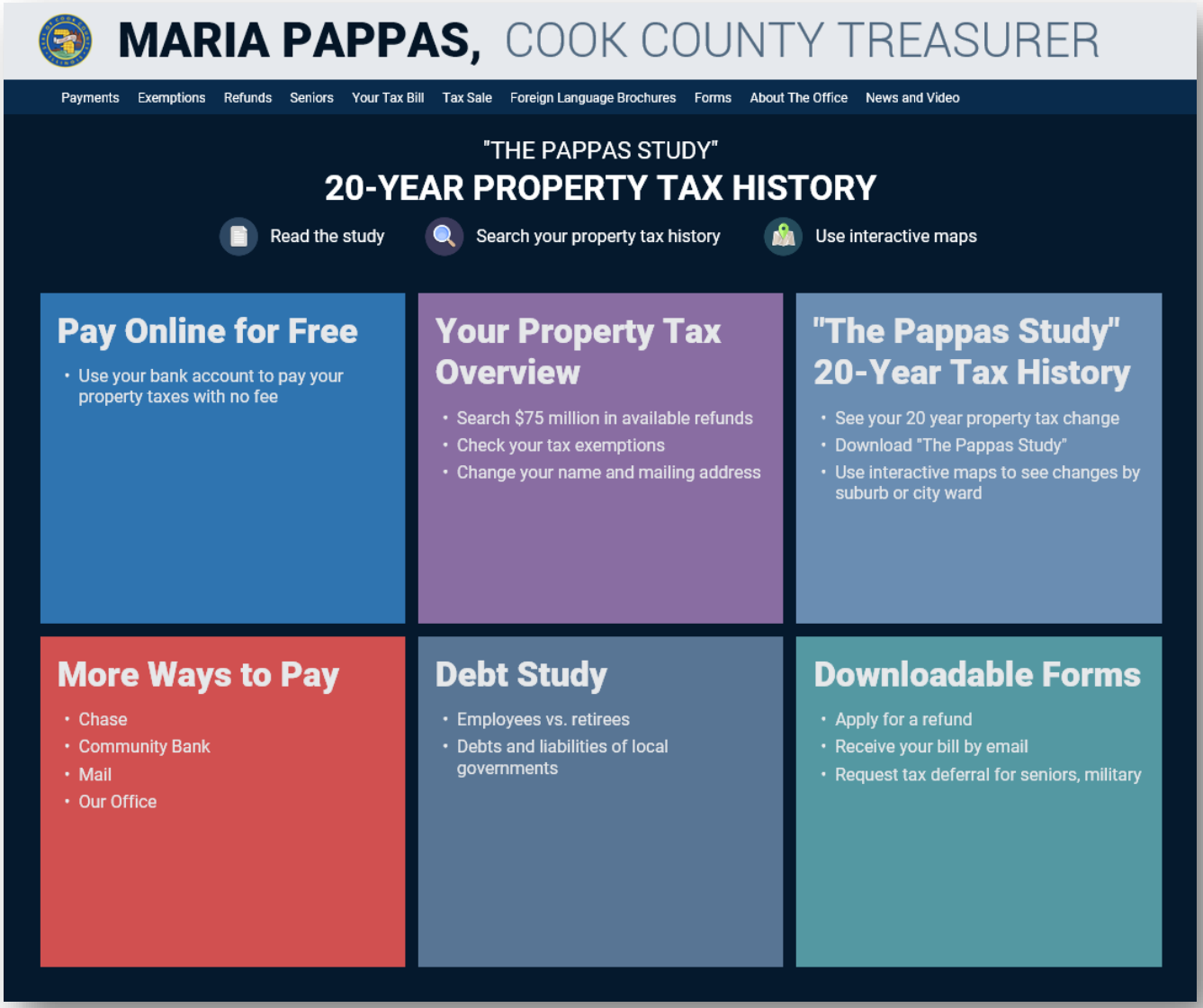
75 million

website visitors

Fiscal Year	Site Visits
2020*	6,329,494
2019	7,477,080
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
Total	**75,122,365**

*Through October 1, 2020.

WEBSITE (cookcountytreasurer.com)

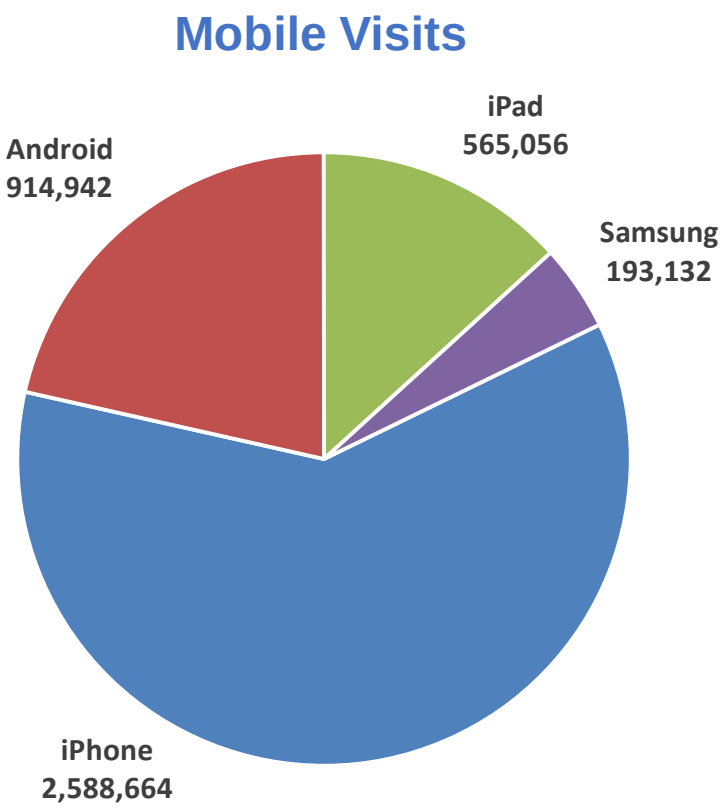


MOBILE WEBSITE (cookcountytreasurer.com)

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 **nearly 4.3 million** visits from mobile users.



4.3 million

mobile device visitors to cookcountytreasurer.com

MOBILE WEBSITE (cookcountytreasurer.com)

WEBSITE – DUPLICATE/OVERPAYMENT REFUND SEARCH

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

In May 2020, the Treasurer's Office introduced a new feature that allows Taxpayers to easily complete an electronic, online refund application to claim an overpayment of taxes. The office streamlined the process to eliminated paper refund applications.

Currently, there are about **$75 million in overpayments** are available from the Treasurer's Office.

$75 million

in available duplicate and overpayment refunds

WEBSITE – DUPLICATE/OVERPAYMENT REFUND SEARCH

MARIA PAPPAS, COOK COUNTY TREASURER

Payments | Exemptions | Refunds | Seniors | Your Tax Bill | Tax Sale | 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
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- Property Tax Appeal Board Refunds
- 20-Year Tax Bill History

RESULTS OF OVERPAYMENT REFUND SEARCH
Property Index Number (PIN): 13-3[redacted]

BEGIN A NEW SEARCH

Are There Any Overpayments on Your PIN?

Please be aware that if you did not own the property or make the payments at the time of th

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

MARIA PAPPAS, COOK COUNTY TREASURER

Back

Refund Application Duplicate & Overpayment

Fill in each blank below

*Property Index Number (PIN) - - - -

*Tax Year

Installment

Please indicate where the check will be mailed

*Taxpayer Name

In care of

*Email

International Address

*Phone ( ) -

*Address

*City

*State

*Zip

* I hereby certify under penalty of law that I am legally and equitably entitled to the refund claimed hereby; that I have not previously received all or any part of a refund from the Office of the Cook County Treasurer or any other party for the same year, Property Index Number and reason; and that if I am not so entitled, I will indemnify and hold the Office of the Cook County Treasurer harmless from any and all adverse claims to such refund, including costs and attorney's fees

Continue

WEBSITE – SEARCH FOR MISSING EXEMPTIONS

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

About **28,000 senior citizens could save a total of $34 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.

$34 million

possible total dollar amount of missing exemptions

WEBSITE – SEARCH FOR MISSING EXEMPTIONS

MARIA PAPPAS, COOK COUNTY TREASURER

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

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PROPERTY TAX EXEMPTION HISTORY

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

BEGIN A NEW SEARCH

For this PIN, here are the property tax exemptions for Tax Years 2016-19.

You may also view lists of properties possibly missing senior exemptions for Tax Year 2018.

This information is updated every Monday.

	2019	2018	2017	2016
Homeowner Exemption:	YES	NO	YES	YES
Senior Citizen Exemption:	YES	NO	YES	YES
Senior Freeze Exemption:	NO	NO	YES	YES
Returning Veteran Exemption:	NO	NO	NO	NO
Disabled Person Exemption:	NO	NO	NO	NO
Disabled Veteran Exemption:	NO	NO	NO	NO

A Certificate of Error reducing the taxes has been applied for this PIN on tax year(s): 2018

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 **2,026,644 electronic tax bills** since December 1, 2017.

17,807 electronic tax bills were generated on June 23, 2020, 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.

Year	Quantity
2020*	662,695
2019	643,877
2018	647,279
2017 (Introduced 12/1/2017)	72,793
Total	**2,026,644**

*Through October 1, 2020.

2,026,644

electronic tax bill requests from taxpayers

ELECTRONIC TAX BILL (PDF)

MARIA PAPPAS, COOK COUNTY TREASURER

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GET A COPY OF YOUR COOK COUNTY PROPERTY TAX BILL

Property Index Number (PIN): **06-26-000-000-0000**

Download Your Tax Bill

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

- Tax Year 2019 Second Installment **Due Monday, August 3, 2020**
- Tax Year 2019 First Installment **Due Tuesday, March 3, 2020** (Information On
- Tax Year 2018 Second Installment **Due Thursday, August 1, 2019**

The tax bill for this property has been registered to be sent via electronic communica

Sign In

BEGIN A NEW SEARCH

Print

DISCLAIMER: The information on this screen comes from many sources, few of which are in the
personal responsibility for their PIN, property location, taxpayer address, and payment amounts post

TOTAL PAYMENT DUE

$3,141.06

By 11/01/2020

2019 Second Installment Property Tax Bill - Cook County Electronic Bill

Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
06-26-000-000-0000	061	18023	2019	(2020)	HANOVER	2-03

PAYMENT SCHEDULE	11/02/2020 - 12/01/2020	12/02/2020 - 01/01/2021	01/02/2021 - 02/01/2021
	$3,187.38	$3,233.70	$3,280.02

TAXING DISTRICT BREAKDOWN

Taxing Districts	2019 Tax	2019 Rate	2019 %	Pension	2018 Tax
MISCELLANEOUS TAXES					
Northwest Mosq Abatement Dist Wheeling	5.20	0.010	0.09%		1.42
Metro Water Reclamation Dist of Chicago	202.21	0.389	3.55%	22.35	51.10
Poplar Creek Pub Library Dist Streamwood	283.82	0.546	4.98%	21.31	80.14
Streamwood Park District	341.00	0.656	5.99%	22.87	95.50
Miscellaneous Taxes Total	**832.23**	**1.601**	**14.61%**		**228.16**
SCHOOL TAXES					
School District U-46 (Elgin)	3,347.06	6.439	58.76%	139.82	918.84
Elgin Community College District 509	282.78	0.544	4.96%		78.98
School Taxes Total	**3,629.84**	**6.983**	**63.72%**		**997.82**
MUNICIPALITY/TOWNSHIP TAXES					
Village of Streamwood	744.89	1.433	13.08%	307.72	206.87
Comm Mental Health District	29.63	0.057	0.52%		8.13
Road & Bridge Hanover	38.99	0.075	0.68%		11.23
General Assistance Hanover	9.88	0.019	0.17%		2.71
Town of Hanover	128.39	0.247	2.25%	8.31	35.62
Municipality/Township Taxes Total	**951.78**	**1.831**	**16.70%**		**264.56**
COOK COUNTY TAXES					
Cook County Forest Preserve District	30.67	0.059	0.54%	1.03	7.74
Consolidated Elections	15.59	0.030	0.27%		0.00
County of Cook	142.93	0.275	2.53%	52.50	41.16
Cook County Public Safety	69.65	0.134	1.22%		15.87
Cook County Health Facilities	23.39	0.045	0.41%		6.07
Cook County Taxes Total	**282.23**	**0.543**	**4.97%**		**70.84**
(Do not pay these totals)	**5,696.08**	**10.958**	**100.00%**		**1,561.38**

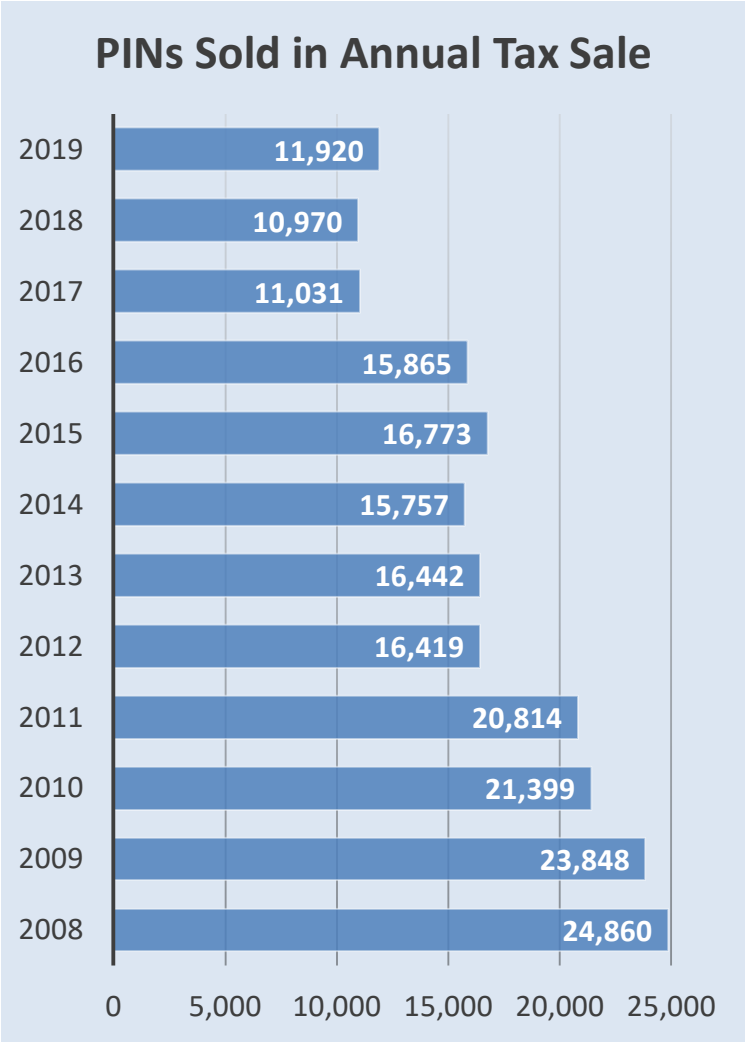
WEBSITE – WARNING FOR SOLD/FORFEITED TAXES

"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**.

The Annual Tax Sale scheduled for May 2020 was postponed due to the COVID-19 pandemic.

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

WEBSITE – WARNING FOR SOLD/FORFEITED TAXES

MARIA PAPPAS, COOK COUNTY TREASURER

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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

2nd INSTALLMENT - Tax Year 2018	
Original Billed Amount:	$1,210.85
Due Date:	08/01/2019

WEBSITE – MESSAGE FOR TAX BILLS RETURNED BY USPS

To help homeowners who have mail-delivery problems, 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 **56,625**.

To see if your bills have been returned or to change the name and address on your bill, visit 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

56,625

properties with returned tax bills

WEBSITE – MESSAGE FOR TAX BILLS RETURNED BY USPS

MARIA PAPPAS, COOK COUNTY TREASURER

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OVERVIEW - PAYMENTS

Property Index Number (PIN): 27-13-[redacted]

BEGIN A NEW SEARCH

Scroll down for more information.

27132010331086 11/27/2007

Property Location:
[redacted] EVERGREEN DR
ORLAND PARK, IL 60462-6636

Mailing Information:
[redacted]
ORLAND PARK, IL 60462-5311

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: $224.36

1st INSTALLMENT - Tax Year 2018	
Original Billed Amount:	$120.65
Due Date:	03/01/2019
Tax:	$0.00
Interest:	$0.00
Current Amount Due:	$0.00

PAID

2nd INSTALLMENT - Tax Year 2018	
Original Billed Amount:	$103.71
Due Date:	08/01/2019
Tax:	$0.00
Interest:	$0.00
Current Amount Due:	$0.00

PAID

Total Amount Due: $0.00

Expand Payment Details

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.

More than 63,000 electronic name and address updates have been made by Cook County property owners since the process went live.

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

Year	Quantity
2020	29,041
2019	34,152
Total	**63,193**

*Through October 1, 2020.

Mailing Information:

[redacted]

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

63,193

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-[redacted]

[redacted] 03/19/2008

Property Location:
[redacted] KENTON AVE
CRESTWOOD, IL 60418-1938

Current Mailing Information:
[redacted]
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 6,500 refunds to taxpayers totaling $8.7 million in the summer of 2020. Since November 2018, the Treasurer's Office has issued **116,565 automatic refunds totaling more than $65.1 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.**

$65.1 million

automatic refunds issued directly to taxpayers

WEBSITE – REFUND STATUS

MARIA PAPPAS, COOK COUNTY TREASURER

Payments | Exemptions | Refunds | Seniors | Your Tax Bill | Tax Sale | 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
- 20-Year Tax Bill History

RESULTS OF OVERPAYMENT REFUND SEARCH

Property Index Number (PIN): 24-19[redacted]

BEGIN A NEW SEARCH

Are There Any Overpayments on Your PIN?

Please be aware that if you did not own the property or make the payments at the time of the overpayment, you are not entitled to the refund.

Tax Year 2019 (billed in 2020)

Installment	Refund Amount	Refund Method
1st	$1,085.99	Electronic refund to payment account

Refunded on 10/02/2020. Check your account statement to verify the funds were received.

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.

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 Treasurer's Debt Disclosure Report compares current employees versus retirees and total debts ranked worst to best.

$151.6 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
South Cook Mosquito Abatement Harvey	$351,608.00	$4,413,618.00	$909,221.00	44	20	24
Metro Water Reclamation Dist of Chicago	$3,460,595,000.00	$2,795,614,000.00	$1,098,622,000.00	1,967	2,904	-937
Riverdale Public Library	$101,177.00	$3,040,532.00	$246,908.00	4	11	-7
Riverdale Park District	$185,390.00	$0.00	$0.00	5	0	5
South Suburban Coll Dist 510 (S Holland)	$25,798,439.00	$0.00	$0.00	478	0	478
Thornton Township High Schools Dist 205	$54,273,040.00	$44,258,957.00	($2,590,250.00)	644	474	170
Calumet School District 132	$3,404,753.00	$5,968,470.00	($655,158.00)	129	208	-79
Village of Riverdale	$39,031,758.00	$113,416,943.00	$82,649,406.00	105	93	12
Town of Calumet	$238,130.00	$3,028,182.00	$782,728.00	25	15	10
Cook County Forest Preserve District	$193,646,842.00	$457,040,680.00	$246,669,734.00	513	527	-14
County of Cook	$7,490,403,508.00	$25,089,044,035.00	$14,681,160,592.00	22,017	18,602	3,415

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 to use cookcountytreasurer.com in **108 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.

108 foreign languages

available on cookcountytreasurer.com

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

FOREIGN LANGUAGE CONTENT

MARIA PAPPAS, KASTA QASASASADEY

Lacag bixinta | Ka-dhaafitaannada | Lacag celin | Waayeelka | Biilkaaga Cashuurta | Iibka Cashuurta | Qoraallada Afka Qalaad | Foomamka | Ku saabsan Xafiiska | Warar iyo Vid

"DARAASADDA PAPPAS"

20-SANO TAARIIKHDA CANSHUURTA HANTIDA

Akhriso daraasadda | Raadi taariikhda canshuurta hantidaada | Isticmaal khariidado is-dhexgal ah

Ku bixi khadka tooska ah bilaash

- U isticmaal koontadaada bangiga inaad ku bixiso cashuurta hantidaada lacag la'aan

Guudmarka Canshuurta Hantidaada

- Ku raadi $ 75 milyan oo soo celin ah oo la heli karo
- Hubi cashuur dhaafkaaga
- Badal magacaaga iyo cinwaanka boostada

"Daraasadda Pappas" Taariikhda Canshuurta 20-Sano

- Eeg isbeddelka canshuurta hantidaada 20 sano
- Download "Barashada Pappas"
- Adeegso khariidado is-dhexgal si aad u aragto isbeddelada xaafadaha ama xaafaddaha magaalada

Siyaabo Badan Oo Loo Bixiyo

- Chase
- Bangiga Beesha
- Boostada
- Xafiiskayaga

Daraasadda Daynta

- Shaqaalaha iyo kuwa hawlgabka ah
- Deymaha iyo deymaha dowladaha hoose

Foomamka Soo Degi Kara

- Dalbo lacag celin
- Ku hel biilkaaga iimayl
- Codso dib u dhigista canshuurta ee waayeelka, militariga

INFORMATIONAL BROCHURES

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

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

The informational brochures have been downloaded **512,304** times (foreign brochures downloaded 418,751 times) since 2006, and **8,688** times thus far in 2020.

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

512,304

foreign language brochure downloads

Language	Total (as of 10/4/2020)
Albanian	8,997
Arabic	19,675
Assyrian	13,189
Bulgarian	13,136
Chinese	29,152
Croatian	21,344
Czech	7,497
English	93,553
German	9,822
Greek	10,274
Hindi	889
Italian	10,338
Japanese	2,964
Korean	23,764
Lithuanian	9,985
Polish	134,540
Romanian	14,624
Russian	18,313
Serbian	13,936
Slovakian	5,573
Spanish	30,653
Thai	3,629
Ukrainian	7,716
Urdu	8,741
Total Downloads	**512,304**

INFORMATIONAL BROCHURES

MARIA PAPPAS, COOK COUNTY TREASURER

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

Foreign Language Brochures

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

Shqip | عربى | ئۇيغۇر | 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

Nuova Guida per i Proprietari di immobili
Residenti della Contea di Cook

Leggere la cartella di pagamento
Come poter verificare l'uso dei vostri pagamenti

Imposte Patrimoniali sugli Immobili

Consigli per risparmiare

Major Initiatives

THE PAPPAS STUDY 20-YEAR TAX BILL HISTORY

Introduced a new website tool for Cook County's property owners to see the 20-year change in their property taxes.

Visitors to cookcountytreasurer.com can enter a property address to see taxes in 2000 compared to taxes in 2019 for all 1.7 million properties.

Total taxes billed all Cook County **increased 99 percent in 20 years**. Cook County government is one of the largest taxing districts, but has increased its **tax levy extension by only 8% since 2006**.

Further, interactive maps show changes by suburb or Chicago ward.

99 percent

total tax increase for all properties since 2000

THE PAPPAS STUDY 20-YEAR TAX BILL HISTORY

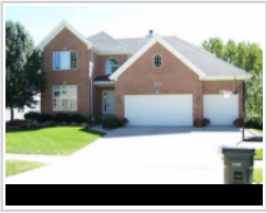
Your Property Tax Overview

- 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
- 20-Year Tax Bill History

20-YEAR TAX BILL HISTORY

Property Index Number (PIN): 02-16-[redacted]

BEGIN A NEW SEARCH



Property Location:
[redacted]
PALATINE, IL 60067-4861

Mailing Information:
[redacted]
PALATINE, IL 60[redacted]

Update Your Info

20-Year Property Tax Bill History

Tax Year 2000:	$3,868.80
Tax Year 2019:	$15,933.88
Difference:	**+ $12,065.08**
Percent Change:	**+ 311.86%**

Read "The Papp
Cook County S
Chicago by Wa

Suburban Cook County Map

Riverside

name
Riverside

Total Taxes Billed - Tax Year 2000
$15,942,139

Total Taxes Billed - Tax Year 2019
$36,112,987

Difference
$20,170,849

Percent Change
127%

TWO-MONTH INTEREST WAIVER – 2019 SECOND INSTALLMENT

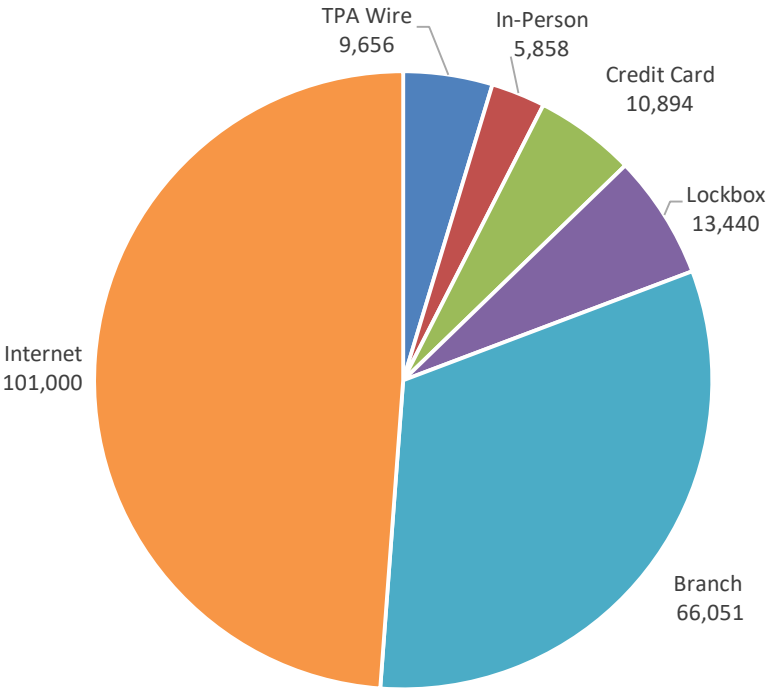
Due to the impact of COVID-19 on property owners' finances, the Cook County Board of Commissioners approved Treasurer Pappas' suggestion of a two-month waiver of late interest on property tax bills be due August 3, 2020.

The extra two months gave owners some relief by extending the time to pay without incurring late-payment charges.

Nearly **210,000 taxpayers** paid during the two-month interest waiver period. **Nearly half of the payments were paid online through cookcountytreasurer.com.**

More than **$1.4 billion was collected** from August 3, 2020 through October 1, 2020.

Payments Made by Source
8/4/2020 through 10/1/2020



$1.4 billion
taxes paid during interest waiver period

BLACK HOUSES MATTER

Treasurer Maria Pappas launched the "Black House Matter" initiative to directly reach and assist black homeowners in Cook County.

The initiative includes a weekly 30-minute radio show on WVON/1690-AM. During the show, Treasurer Pappas highlights areas with large concentrations of delinquent properties along with taking calls from taxpayers owed a tax refund or missing a property tax exemption.

ANNUAL TAX SALE LEGISLATION – MORE TIME TO PAY

The Treasurer's Office helped draft a new Illinois law that increases the time taxpayers have to pay delinquent property taxes before they are offered at sale.

The change, **extending the time from nine months to 13 months**, will provide more breathing room to homeowners and businesspeople struggling to pay their bills before future tax sales.

The Annual Tax Sale, required by state law, is the start of a legal process that can end in a loss of property ownership. Owners can avoid the Tax Sale by paying all delinquent taxes and interest before the Sale begins.

The Tax Year 2018 sale was scheduled to begin May 8, 2020 but is indefinitely postponed as a result of the COVID-19 pandemic.

TARGETED OUTREACH PROGRAM

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

Due to the COVID-19 pandemic, the office has shifted to virtual outreach and direct electronic communication to assist groups and individual taxpayers.

The Treasurer's Office has been approved to purchase two mobile vehicles to reach constituents reluctant to leave their homes during the pandemic. The mobile outreach vans will provide us a new way to help vulnerable citizens on the Tax Sale list.

The office continues to work with community leaders, ethnic groups, 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
District 1	Johnson, Brandon
District 2	Deer, Dennis
District 3	Lowry, Bill
District 4	Moore, Stanley S.
District 5	Sims, Deborah
District 6	Miller, Donna
District 7	Anaya, Alma E.
District 8	Arroyo, Luis, Jr.
District 9	Silvestri, Peter N.
District 10	Gainer, Bridget
District 11	Daley, John P.
District 12	Degnen, Bridget
District 13	Suffredin, Larry
District 14	Britton, Scott R.
District 15	Morrison, Kevin B.
District 16	Tobolski, Jeffery R.
District 17	Morrison, Sean M.

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.

More than 103,000 payments (nearly $500 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.

$500 million

duplicate payments stopped from taxpayers

Tax Year	Quantity	Dollar Amount
2019*	17,999	$88,065,678
2018	5,386	$28,085,403
2017	7,050	$45,746,948
2016	6,946	$34,948,957
2015	7,001	$29,911,317
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
Total	**103,335**	**$470,748,018**

*Through October 1, 2020.

STOP TAXPAYER OVER PAYMENT SYSTEM (STOPS)

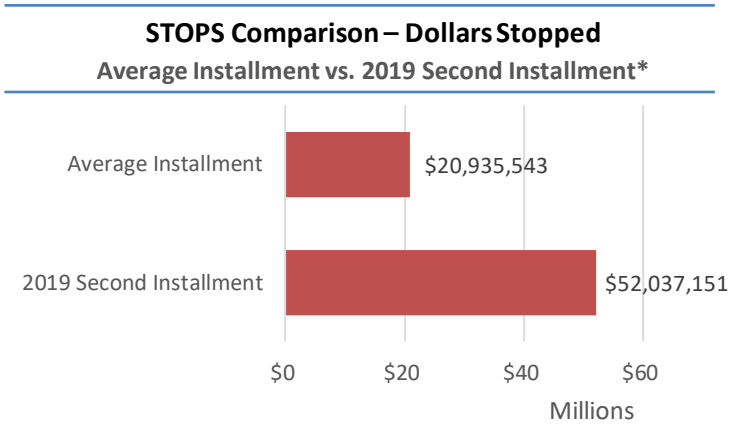
As homeowners rushed to refinance their mortgages to take advantage of historically low interest rates in 2020, the Treasurer's Office prevented an unprecedented number of overpayments.

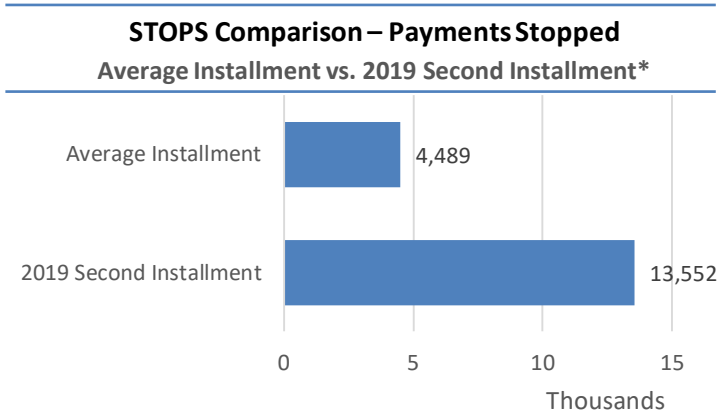
For an average installment, the Treasurer's Office will stop about $21 million from 4,489 payments. The 2019 Second Installment figures greatly exceeded prior collections.

More than $52 million from 13,552 payments that would have been issued as refunds were stopped and returned for the 2019 Second Installment (due August 3, 2020).

$52 million

duplicate payments stopped in summer of 2020





*Through October 1, 2020.

ELECTRONIC REFUNDS – ELIMINATING PAPER APPLICATIONS

The Treasurer's Office introduced online, electronic refund applications in May 2020. The new process eliminates the need to download, print and mail a request for an overpayment refund.

19,530 electronic refund applications have been received since May 19, 2020.

Eliminating paper applications reduces the time it takes the Office to issue refunds due to overpayments by one week.

Taxpayers can now search for refunds by property address at cookcountytreasurer.com and select the "Apply Now" button to submit their claim.

19,530

electronic refund application from taxpayers

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)

2021

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, **nearly 11.9 million** payments have been processed by lockbox.

Tax Year	Quantity
2019*	376,224
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
Total	**11,877,259**

*August 3, 2020 was the Second Installment Due Date, but totals are though the two-month interest waiver period: October 1, 2020.

11.9 million

payments processed by lockbox

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.

More than 15.2 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.

15.2 million

payments accepted at bank branches

Tax Year	On-Time Payments	Late Payments	Total Payments
2019*	505,466	20,030	525,496
2018	543,576	66,701	610,277
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
Total	**13,722,229**	**1,516,250**	**15,238,479**

*Through October 1, 2020.
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).

152 banking locations throughout the area accept property tax payments, including Dyer Bank & Trust in Dyer, Indiana.

More than 100,000 payments have been accepted at these locations since 2004.

Tax Year	# of Community Bank Branches	# of Payments
2019	152	4,897
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
Total		**100,393**

*Through October 1, 2020.

100,000

payments at community banks

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 25 million** payments **(more than $71 billion)** since August 2003.

Tax Year	Quantity	Dollar Amount
2019*	1,493,747	$5,496,158,911
2018	1,485,660	$5,335,195,002
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
Total	**24,786,447**	**$71,311,668,010**

*Through October 1, 2020.

24.8 million

commercial user wire payments

AUTOMATION PROJECTS – PAYMENTS

Third Party Agent (TPA) – ACH Payments

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

Commercial users have submitted **nearly 930,000 payments (almost $4 billion)** since 2007.

Tax Year	Quantity	Dollar Amount
2019*	50,315	$ 338,111,628
2018	55,918	$ 323,414,597
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
Total	**928,943**	**$ 3,938,373,585**

*Through October 1, 2020.

930,000

commercial user ACH direct debit payments

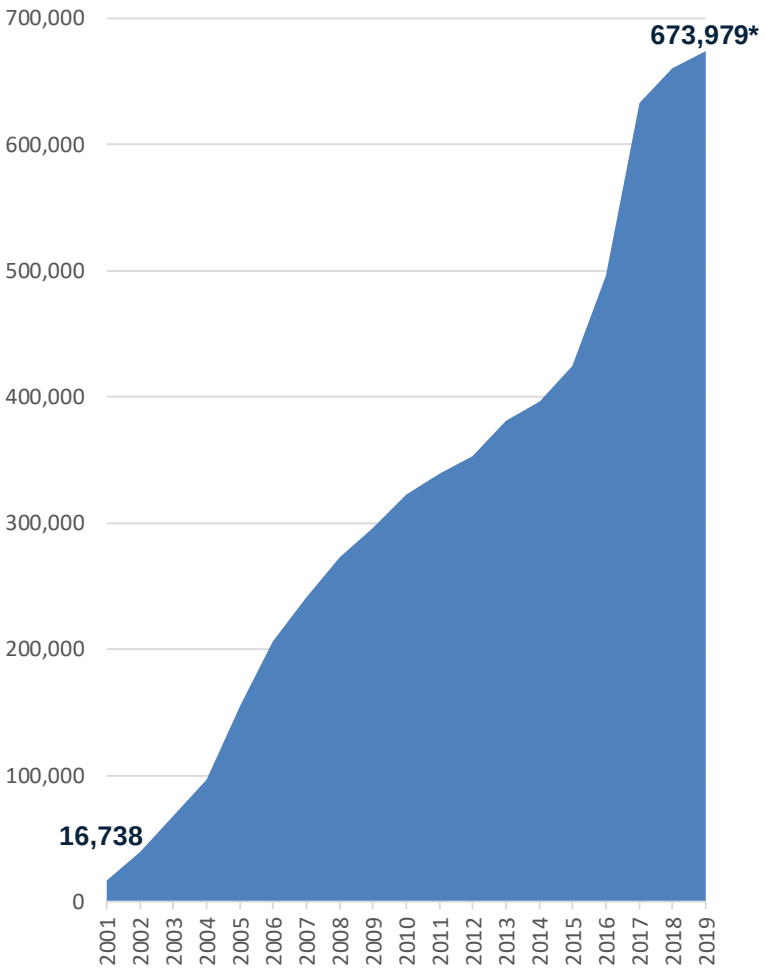
AUTOMATION PROJECTS – PAYMENTS

Online Payments

In March 2002, the Treasurer's Office introduced online payments for on-time payments. The office has collected **more than 6 million online payments** through October 1, 2020.

Since January 2018, there is no fee for taxpayers to make an online payment.

Online payments continue to increase year-after-year, especially in 2020 as more taxpayers chose to stay-home during the COVID-19 pandemic.



*Through October 1, 2020 (please note taxpayers may continue to pay Tax Years 2018 and 2019 online).

673,979

online tax payments thus far for TY2019

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 **380,350** credit card payments have been made totaling **more than $900 million**.

Tax Year	Quantity	Dollar Amount
2019*	64,855	$161,436,222
2018	79,733	$193,507,111
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
Total	**380,350**	**$903,140,894**

*Through October 1, 2020.

380,000

credit card payments

AUTOMATION PROJECTS – PAYMENTS

Subsequent Tax Electronic Payment System (STEPS)

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

Since 2007, tax buyers have submitted **nearly 518,000 (almost $1.4 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
2019*	8,595	$ 24,689,932
2018	30,943	$ 87,400,112
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
Total	**517,582**	**$ 1,353,227,283**

*Through October 1, 2020.

518,000

subsequent taxes paid online by tax buyers

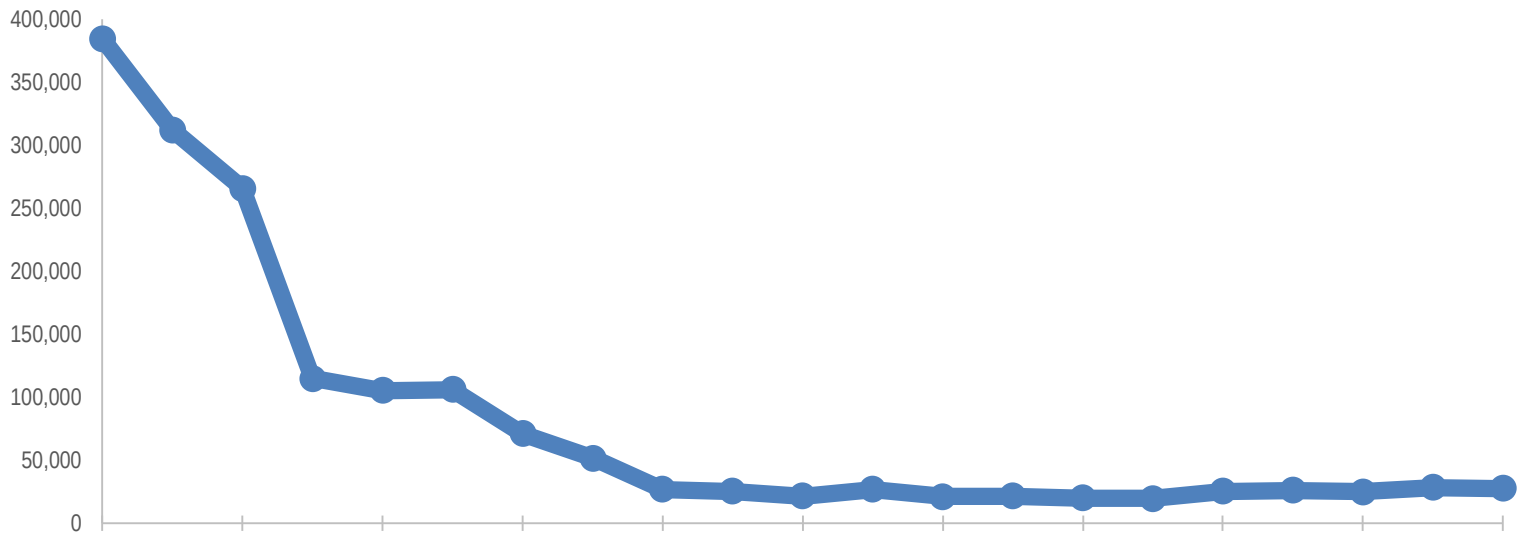
AUTOMATION PROJECTS – PAYMENTS

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.

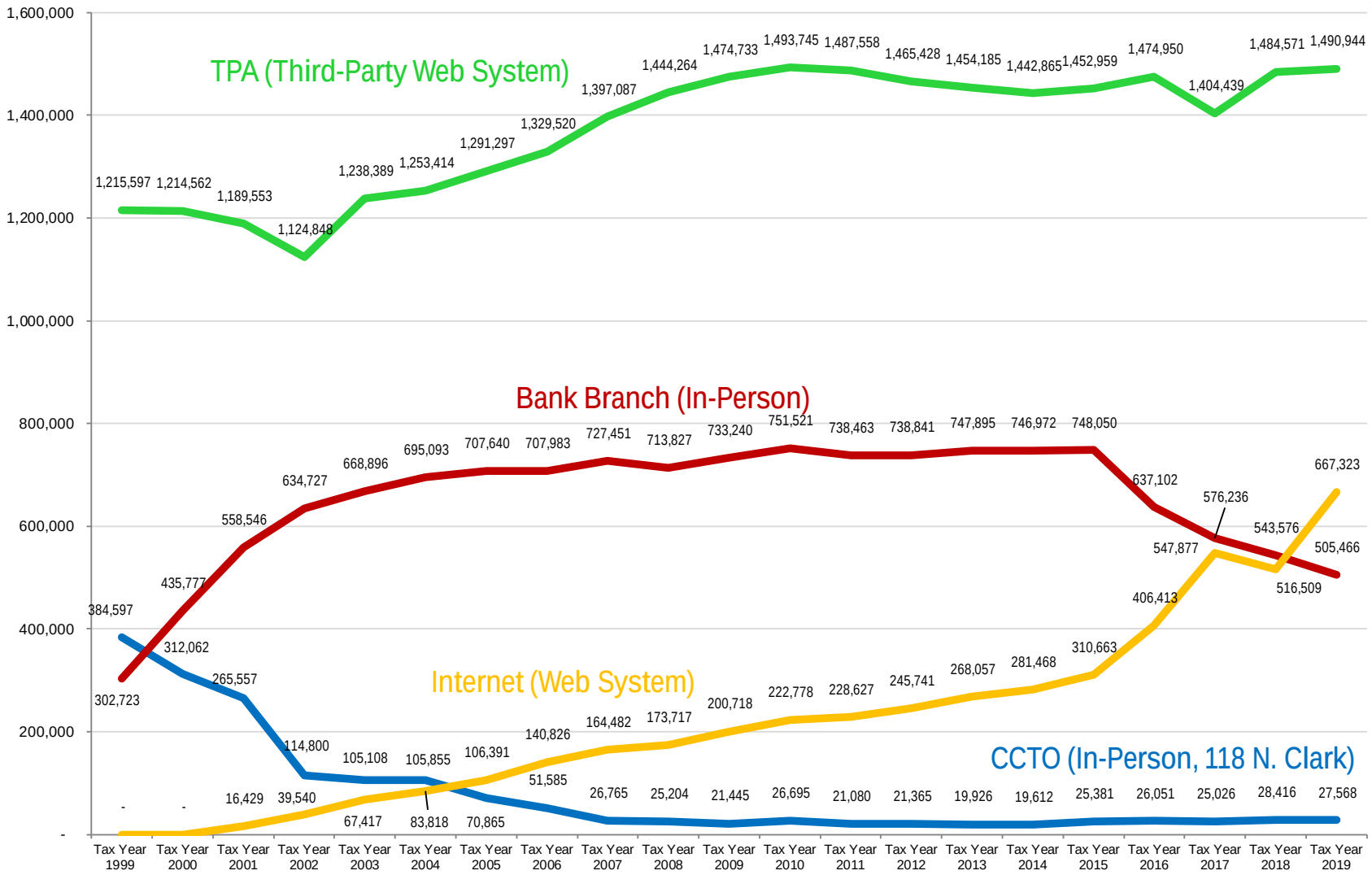
For Tax Year 2019, in-person, on-time payments tallied **under 28,000** at the Clark Street location – accounting for just 0.89 percent of more than 3.1 million total on-time payments.

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



Tax Year	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Payments	384,597	312,062	265,557	114,800	105,108	105,855	70,865	51,585	26,765	25,204	21,445	26,695	21,080	21,365	19,926	19,612	25,381	26,051	25,026	28,416	27,568

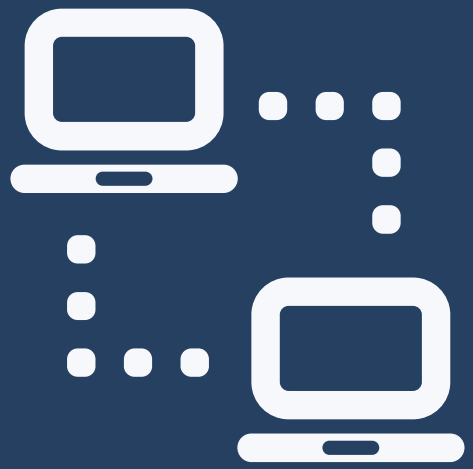
PAYMENT SOURCE TREND BY TAX YEAR (ON-TIME PAYMENTS)



On-time payments only.

Automation Projects

Systems



CUSTOMER SERVICE – EMAIL SYSTEM

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

In May 2020, the Treasurer's Office overhauled the taxpayer email system by leveraging the SalesForce platform. A number of enhancements and efficiencies were built into this updated email system.

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

The office has received and responded to **nearly 175,000** emails since 2003.

Calendar Year	Quantity
2020*	10,653
2019	11,925
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
Total	**174,557**

*Through October 1, 2020.

*^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.*

175,000

emails by taxpayers

CUSTOMER SERVICE – EMAIL SYSTEM

MARIA PAPPAS, COOK COUNTY TREASURER

Back

Contact Us

In order to better serve you, please find a list of topics related to your request. Once a topic is selected, you will receive specific answers to the most frequently asked questions or you will be re-directed to a web page that has detailed information related to your request. If the information provided does not answer your question, click on "Other" to submit your question.

Select from the following list of topics:

Delinquent Notice

Frequently Asked Questions

- Does the Treasurer's Office send notices if there are delinquencies?
- What if I pay late after the initial due date?
- I think there was an error in the processing of a tax payment. What should I do?
- Can I pay by mail without a tax bill?
- Can a tax bill be faxed or emailed to me?
- How do I find more information on a past tax year's delinquency?
- ANNUAL TAX SALE: What is the annual tax sale?
- ANNUAL TAX SALE: What form of payment may be used for delinquent taxes prior to the sale?
- ANNUAL TAX SALE: What is actually sold at a tax sale?
- THIRD PARTY NOTIFICATION: What is the Third Party Notification Program?

IF YOU COULD NOT FIND THE RIGHT ANSWER TO YOUR QUESTION PLEASE CLICK HERE.

MARIA PAPPAS, COOK COUNTY TREASURER

Back

Contact Us

Please fill out the information below to submit your request.
After you submit this form your question will be delivered automatically to our Customer Service Department. You will receive a response within 3 business days.

Delinquent Notice

* Who's Inquiring? — Property Owner/ Relative of Owner
* Contact Name
* Property Index Number (PIN)
Property Address
Apartment/Suite #
City
State — Illinois
Zip Code
* Email
* Verify Email
* Phone
( ) -
* Question

CUSTOMER SERVICE – CALL CENTER

In FY2020, the Treasurer's Customer Service Call Center has handled **165,756 phone calls through October 20, 2020**.

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.

165,756

phone calls received in FY2020

BY THE NUMBERS

137,025

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

28,731

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)	4.9%	1,408
Payment Instructions (incl. Hardship; partial payments)	10.3%	2,959
Payment Status 1 (paid, open, why $0, NSF, prepay)	12.6%	3,610
Payment Status 2 (Caller referred to Web/Phone)	6.7%	1,922
On-Line Payments (paid, rejected, cancel payment, etc.)	6.8%	1,950
Name Change	6.0%	1,724
Tax Sale Date (Annual, Scavenger)	2.0%	575
Lost Checks (CCTO, Chase, Cancel/Re-issues, Currency Exchange)	2.6%	747
Penalty Waiver Request	1.7%	488
Transfer Information	0.9%	259
STOPS	0.1%	29
Refund Info (Do I have a refund/How to apply)	5.5%	1,580
Refund Info (Where is My Check?)	5.8%	1,666
Due Date and/or Amount	6.1%	1,749
Senior Deferral Info (how to apply, am I in, take me out, etc.)	1.0%	287
Mortgage Increased - Bank or Mortgage Company Directed to CCTO	0.5%	144
Chase Questions	0.5%	143
Other Offices Questions (asked of Treasurer's Office Staff)		
Assessment (bill too high)	2.0%	575
Exemption(s) not received	3.5%	1,006
Other Assessor Issues (property location, Certificate of Error, PIN)	6.9%	1,976
Clerk - Sold & Prior Year Taxes	2.8%	803
Recorder of Deeds	0.9%	259
Other	10.0%	2,873
Total Calls Answered	**100%**	**28,731**

*Through October 1, 2020.

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

PIN Information

PIN	Tax Year	Installment	Property Volume
25-01[redacted]	2014	2nd	280

Property House	Property Direction	Property Street	Property Suffix
[redacted]	E	92ND	ST

Property City	Property State	Property Zip	Property Town
CHICAGO	IL	60617[redacted]	HYDE PARK

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.

2,109,969

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 | Elected Officials | Table Searches | Administrator Functions | PIN Lookup

PIN: 10 - 17 - [redacted] - [redacted] - [redacted] Search Reset

Search results for PIN 10-17-000-000-0000 (ALL TAX YEARS SHOWN)

[redacted] MORTON GROVE IL 60053-2465

PIN Summary

2019 Current Tax
2018 Current Tax
2017 Current Tax
2016 Current Tax
2015 Current Tax
2014 Current Tax
2013 Current Tax
2012 Current Tax
2011 Current Tax
2009 Current Tax
2008 Current Tax
2007 Current Tax
2006 Current Tax
2005 Current Tax
2004 Current Tax
2003 Current Tax
2002 Current Tax
2001 Current Tax
2000 Current Tax
1999 Current Tax
1998 Current Tax
1997 Current Tax
1996 Current Tax
1995 Current Tax
1994 Current Tax
1993 Current Tax

Image Searches

Coupon and Check Images	
Tax Year 2019	4
Tax Year 2018	4
Tax Year 2017	4
Tax Year 2016	4
Tax Year 2015	4
Tax Year 2014	4
Tax Year 2013	4
Tax Year 2012	4
Tax Year 2011	4
Tax Year 2010	4
Tax Year 2009	4
Tax Year 2008	4
Tax Year 2007	4
Tax Year 2006	4
Tax Year 2005	4
Tax Year 2004	4
Tax Year 2003	4
Tax Year 2002	4
Tax Year 2001	4
Tax Year 2000	4
Tax Year 1999	4
Post Penalty Envelope Images	
No records have been found.	
Returned Certified Mail Images	
No records have been found.	
Image Archive	

Advanced Searches

Correspondence Letters	0
STOPS Letters	0
Duplicate and Overpayment Refunds	0
Returned Mail	1
Returned Mail Letters/Emails	0
Sold and Forfeited Tax Status	0
Tax Research Cases	0
Notes and Taxpayer Inquiries	1
Historical Summary	26
Transaction History	-
Name Change History	3
CRM History	0

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 - 13th District
Larry Suffredin

State Representative - 17th District
Jennifer Gong-Gershowitz

State Senator - 9th District
Laura Fine

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

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

Property Address:
S EWING AVE
CHICAGO IL 60617

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

Payments | Certificate of Error Credits

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

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

ANNUAL TAX SALE

The Treasurer's Office replaced the traditional outcry Annual Tax Sale auction 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 takes 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
2018 (TBD)	Scheduled to begin May 8 2020 but Postponed		
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
Total	**794,542**	**490,624**	**206,098**

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 every year to some 2,200 taxing agencies throughout Cook County. The office developed the Taxing Agency Extranet to provide taxing agencies direct access to view data and access reports that used to be individually printed and mailed at the Treasurer's expense.

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

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

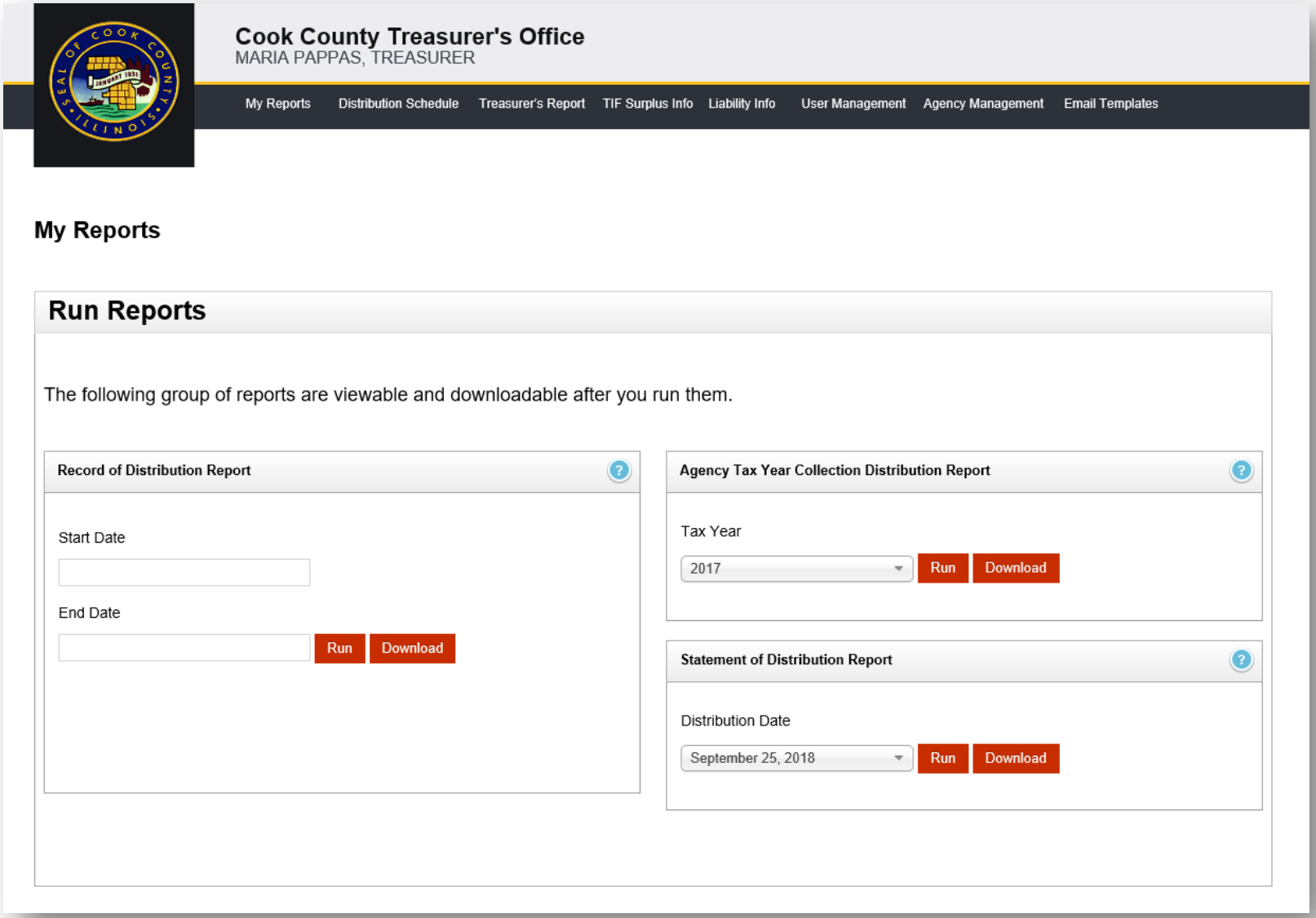
Through October 1, 2020, there have been **106,312** visits to the site.

106,312

visits to the Taxing Agency Extranet in FY2020

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.

TAXING AGENCY EXTRANET



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)

$152 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 Sale | 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
- 20-Year Tax Bill History

TAXING DISTRICTS' FINANCIAL STATEMENTS AND DISCLOSURES

Property Index Number (PIN): 31-15-202-010-0000 BEGIN A NEW SEARCH

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

- **2019 First Installment Property Tax Bill:** Shows the debt for each taxing district, including pension obligations.
- **2019 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.

2019 First Installment Property Tax Bill | 2019 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
Matteson Area Public Library District

Matteson Area Public Library District

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

FINANCIAL DATA

	2019	2018
Fiscal Year:	2019	2018
Date Modified:	05/01/2020 11:39 AM	10/09/2019 01:24 PM
Gross Operating Budget Revenue:	$2,523,723.00	$3,940,883.00
Total Debts and Liabilities:	$42,802.00	$0.00
Page Reference:	11	29
Total Net Pension Liability:	$469,289.00	$79,000.00
Page Reference:	11	29
Total Debts and Liabilities (minus Total Net Pension Liability):	($426,487.00)	($79,000.00)
Total Number of Employees (Full-Time Equivalents):	30	31
Annual Financial Statement:	View	View

PENSION PLAN DATA

Pension Plan Name:	IMRF
Total Pension Retirees and Beneficiaries:	2,019
Pension Liability	
Year:	2019
Total Pension Liability:	$469,289.00
Page Reference:	11
Net Pension Liability	

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:	2019	2018
Date Modified:	02/26/2020 04:46 PM	01/09/2019 04:22 PM
Gross Operating Budget Revenue:	$39,293,098.00	$46,216,080.00
Total Debts and Liabilities:	$69,952,668.00	$62,765,384.00
Page Reference:	16	16
Total Net Pension Liability:	$4,176,416.00	$4,544,438.00
Page Reference:	50	50
Total Debts and Liabilities (minus Total Net Pension Liability):	$65,776,252.00	$58,220,946.00
Total Number of Employees (Full-Time Equivalents):	358	361
Annual Financial Statement:	View	View

PENSION PLAN DATA

Pension Plan Name:	IMRF
Total Pension Retirees and Beneficiaries:	280
Pension Liability	
Year:	2018
Total Pension Liability:	$16,936,100.00
Page Reference:	48
Net Pension Liability	
Year:	2018
Total Net Pension Liability:	$2,321,252.00
Page Reference:	48
Pension Funded Ratio:	86.29%
Investment Rate of Return:	7.20%
Annual Rate of Salary Increases:	3.39%
Actuarial Report:	View

OTHER POST EMPLOYMENT BENEFITS (OPEB)

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

DEBT DISCLOSURE ORDINANCE (DDO)
DATA AND TIF INFORMATION ON THE TAX BILLS

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

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

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

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

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

$ 1,809.93

2019 First Installment Property Tax Bill

Property Index Number (PIN)	Volume	Code	Tax Year	Payable In	Township	Classification
31-15-202-000-0000	179	32033	2019	2020	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%
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	28,697,961	42,188,707	277,819	99.34%
Matteson School District 162	58,220,946	15,812,219	(137,600)	100.87%
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	7,490,403,508	25,089,044,035	14,681,160,592	41.48%
Total	**7,806,878,735**	**25,635,243,937**	**14,945,715,751**	

TAX CALCULATOR

2018 Total Tax		3,290.78
2019 Estimate	x	55%
2019 1st Installment (Payable In 2020)	**=**	**1,809.93**

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

$ 1,628.04

2019 Second Installment Property Tax Bill

Property Index Number (PIN)	Volume	Code	Tax Year	Payable In	Township	Classification
31-15-202-000-0000	179	32189	2019	2020	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	2019 Tax	2019 Rate	2019 %	Pension	2018 Tax
MISCELLANEOUS TAXES					
South Cook Mosquito Abatement Harvey	3.87	0.018	0.11%		3.64
Sunnycrest Fire Prot District Flossmoor	189.72	0.883	5.52%		183.11
Matteson Area Public Library District	147.61	0.687	4.29%	11.81	0.00
Miscellaneous Taxes Total	**341.20**	**1.588**	**9.92%**		**186.75**
SCHOOL TAXES					
Prairie State Comm College 515 Chgo Hts	105.71	0.492	3.07%		102.15
Rich Township High School District 227	1,349.11	6.279	39.24%	64.88	1,294.60
Matteson School District 162	1,430.54	6.658	41.61%	29.43	1,497.62
School Taxes Total	**2,885.36**	**13.429**	**83.92%**		**2,894.37**
MUNICIPALITY/TOWNSHIP TAXES					
Road & Bridge Rich	23.63	0.110	0.69%		22.49
General Assistance Rich	11.82	0.055	0.34%		10.71
Town of Rich	59.30	0.276	1.72%	4.94	58.89
Municipality/Township Taxes Total	**94.75**	**0.441**	**2.75%**		**92.09**
COOK COUNTY TAXES					
Cook County Forest Preserve District	12.68	0.059	0.37%	0.42	12.85
Consolidated Elections	6.45	0.030	0.19%		0.00
County of Cook	59.07	0.275	1.73%	21.70	68.31
Cook County Public Safety	28.79	0.134	0.84%		26.34
Cook County Health Facilities	9.67	0.045	0.28%		10.07
Cook County Taxes Total	**116.66**	**0.543**	**3.41%**		**117.57**
(Do not pay these totals)	**3,437.97**	**16.001**	**100.00%**		**3,290.78**

TAX CALCULATOR

2019 First Installment		1,809.93
2019 Second Installment	+	1,628.04
Total 2019 Tax (Payable In 2020)	**=**	**3,437.97**

PROPERTY LOCATION

MATTESON IL 60443 1233

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

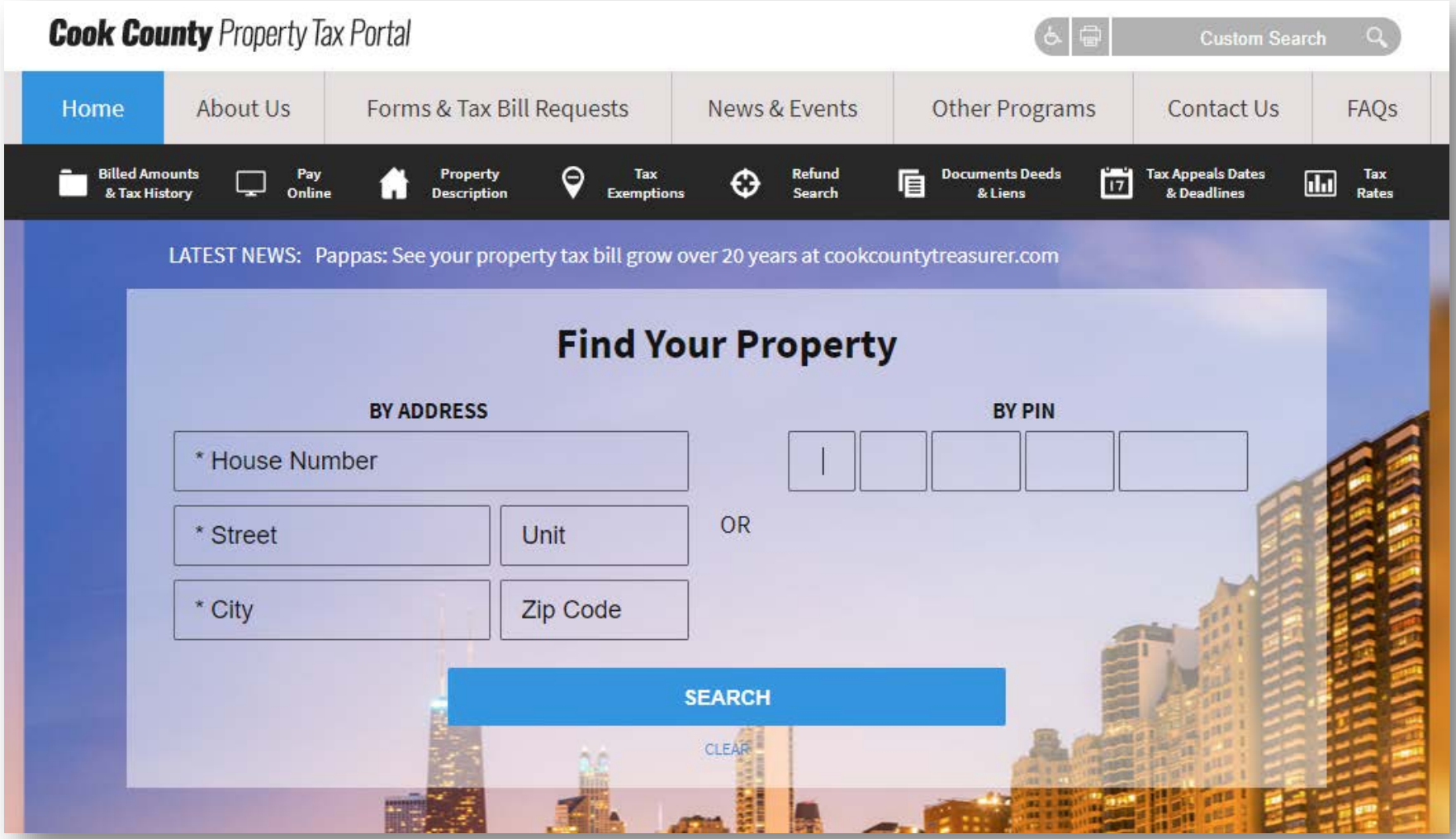
Since property owners have direct access to vital data, it reduces the number of questions posed to Treasurer's Office staff.

The portal has been visited **more than 27.3 million** times since April 1, 2012. In 2020, visitor traffic has averaged **11,391 visitors per day**.

27.3 million

visitors to the Property Tax Portal

COUNTY PROPERTY TAX PORTAL



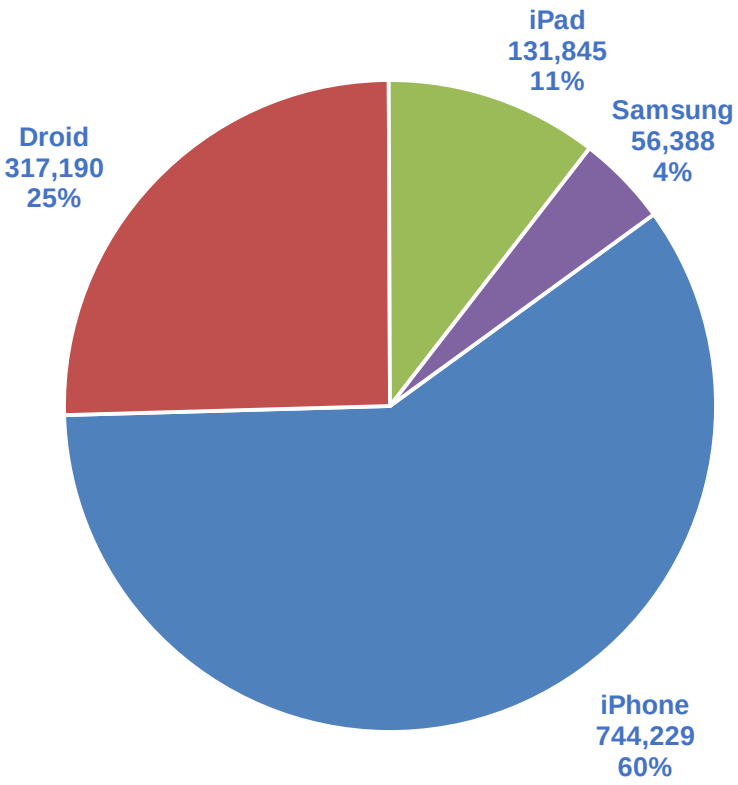
COUNTY PROPERTY TAX PORTAL – MOBILE

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 **1,249,652 visits** from mobile users.

In FY2020, there have been **474,109 visits** from mobile users. An **average of 1,724** mobile users access the site each day.

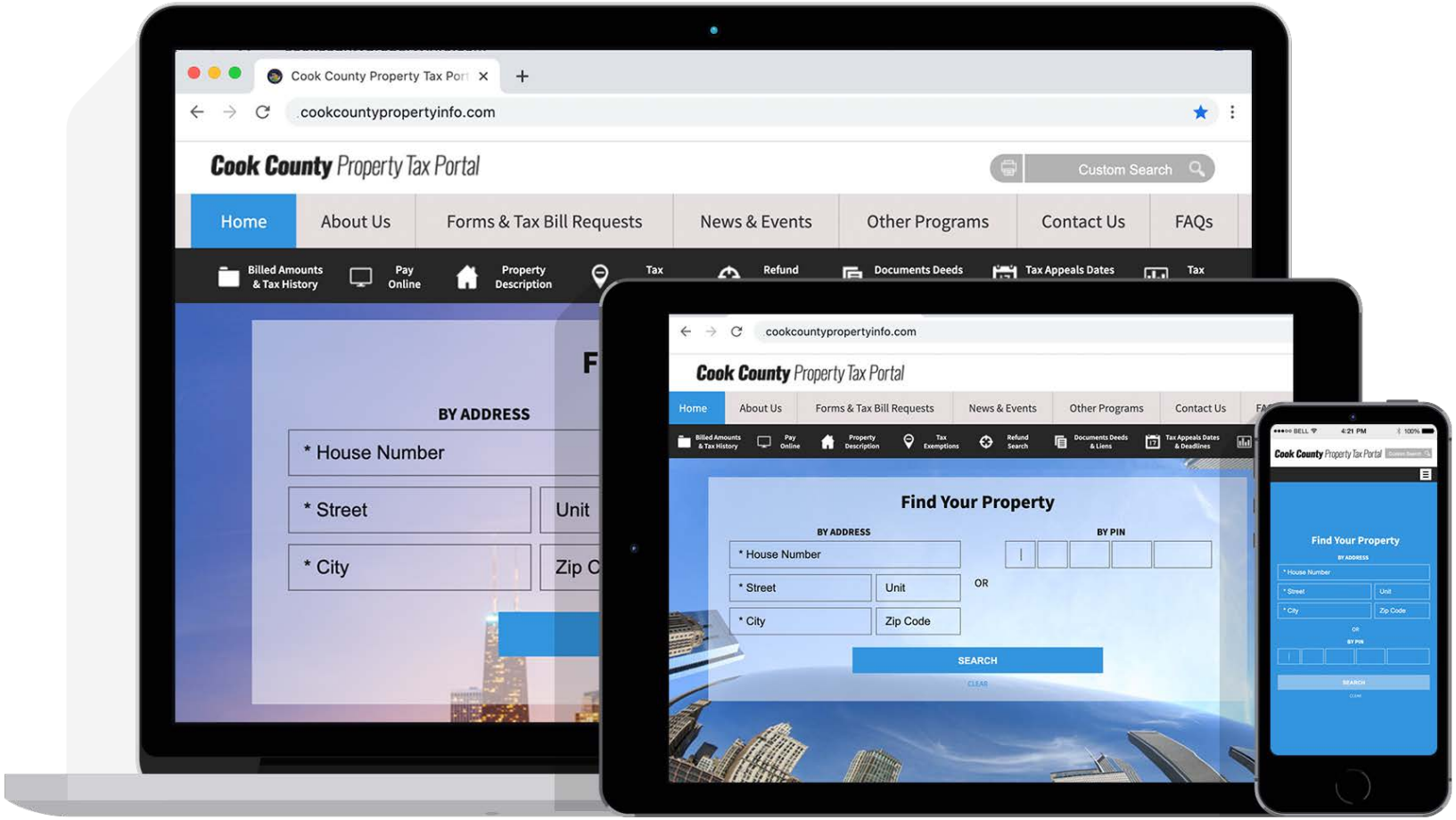
Portal – Mobile Visits



1.2 million

visits to the Property Tax Portal from a mobile device

COUNTY PROPERTY TAX PORTAL – MOBILE

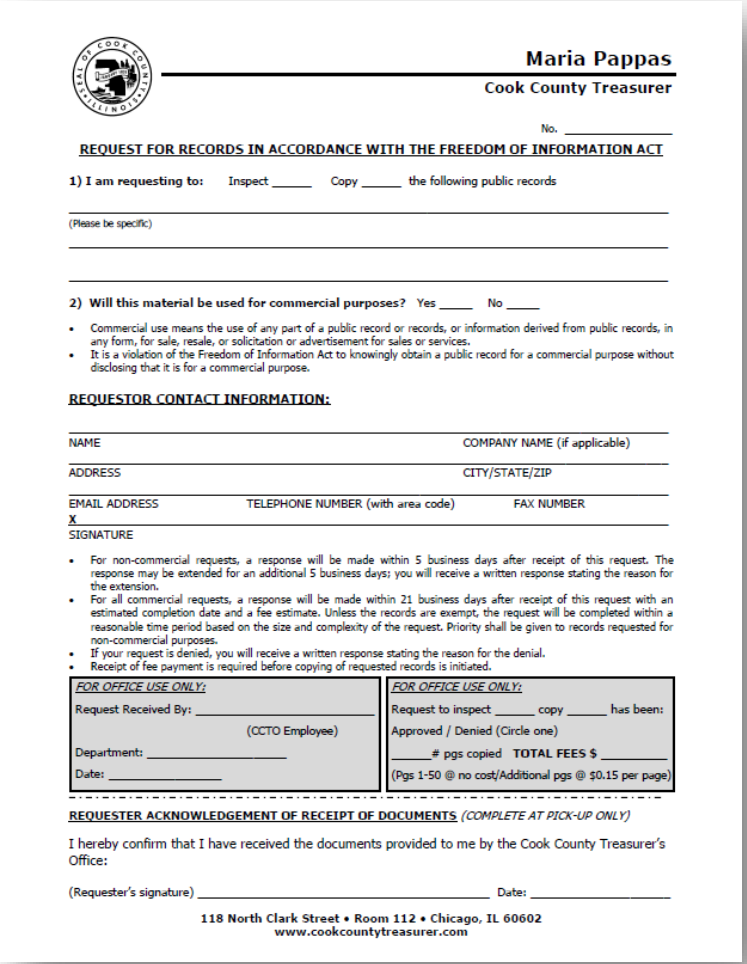


FREEDOM OF INFORMATION ACT (FOIA) LOG

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

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

The log is updated daily in PDF format.



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 _____

X _____
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:	*FOR OFFICE USE ONLY:*
Request Received By: _____ (CCTO Employee)	Request to inspect _____ copy _____ has been:
Department: _____	Approved / Denied (Circle one)
Date: _____	_____# 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:

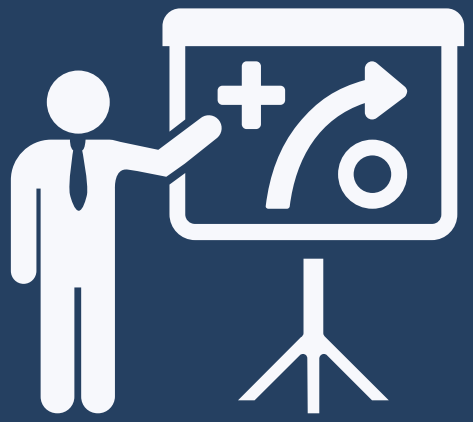
(Requester's signature) _____ Date: _____

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: 10/1/2020
Request Number	**Date Received by CCTO**	**Requestor**	**Affiliation**	**Request**	**General Category**
20-0925	9/29/2020	Robert Wahlen	North American Title Company	PIN 25-05-[redacted] TY 2019, PIN payment summary report	payment summary
20-0926	9/29/2020	John Moore	John W. Moore PC	PIN 03-35-[redacted] TY 1999 and 2017, PIN payment summary reports	payment summary
20-0927	9/29/2020	Emmett R. McCarthy	Stanko McCarthy Law Group	PIN 25-04-[redacted] TY 2005-2019, payment and refund history	payment history

Focus On Budget



BUDGET COMPARISON

The overall FY2021 budget for the Treasurer's Office has been reduced compared to the FY2020 budget.

The combined budget for FY2020 was **$13.3 million**.
The combined budget for FY2021 is **$12.8 million**.

Amounts	Corporate	Automation	Entire Budget
FY2020	$844,997	$12,441,151	$13,286,148
FY2021	$769,732	$11,987,501	$12,757,233
CHANGE	**-9%**	**-4%**	**-4%**

The overall FY2021 headcount for the Treasurer's Office has been reduced compared to the FY2020 budget.

Headcount for FY2020 was **87 positions**.
Headcount for FY2021 is **82 positions**.

Positions	Corporate	Automation	Entire Budget
2020	9	78.0	87
2021	7	75.0	82
CHANGE	**-22%**	**-4%**	**-6%**

FY1998 BUDGET COMPARISON

The Office had 250 employees in FY1998.

If the office maintained its staff of 250, the FY2021 budget would be **$54.8 million.**

Instead, the office has 81.5 positions and a real budget of **$13.1 million** in FY2021.

- $770,000 from taxpayer revenues (Corporate Account)
- $12 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.

$54.8 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:**

$54.8 million

Instead, the office has 81.5 positions and the FY2021 real budget **IS:**

$12.8 million

PERSONNEL COSTS

The biggest portion of the Treasurer's Office FY2021 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 FY2021 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 **$5.4 million** in FY2021. Instead, the benefits in the budget for FY2021 are $1.9 million, of which $1.8 million is paid out of the Treasurer's Automation Budget.

Benefit	FY1998 Average Cost Per Employee	FY2021 Average Cost Per Employee	Increase ($)	Increase (%)
Medicare	$290	$1,365	$1,075	471%
Pension	$3,977	$9,062	$5,085	228%
Insurance (Health, Life, Pharmacy, Vision, Dental)	$3,689	$13,047	$9,358	354%
Total	**$7,956**	**$23,475**	**$15,519**	**295%**

$5.4 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
- FY2021 Budget: $769,732 (9 percent reduction compared to FY2020)

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
- FY2021 Original Budget: $12,818,551
- FY2021 Real Budget: $11,987,501 (4 percent reduction compared to FY2020)

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 58 in FY2021, a reduction of **76.8 percent.**

FY1998 – 250 EMPLOYEES

FY2021 – 58 EMPLOYEES

Although there are 82 positions in the FY2020 budget, the Treasurer's Office is operating with a staff of 58 as the remaining are open positions.

ADDITIONAL POSITION REDUCTION

In addition to the reductions identified in the Treasurer's July submission, the office will reduce the budget by an additional 5 full-time positions and update 4 full-time positions to $1 in the amendment process. This will reduce the overall budget by approximately $831,000.

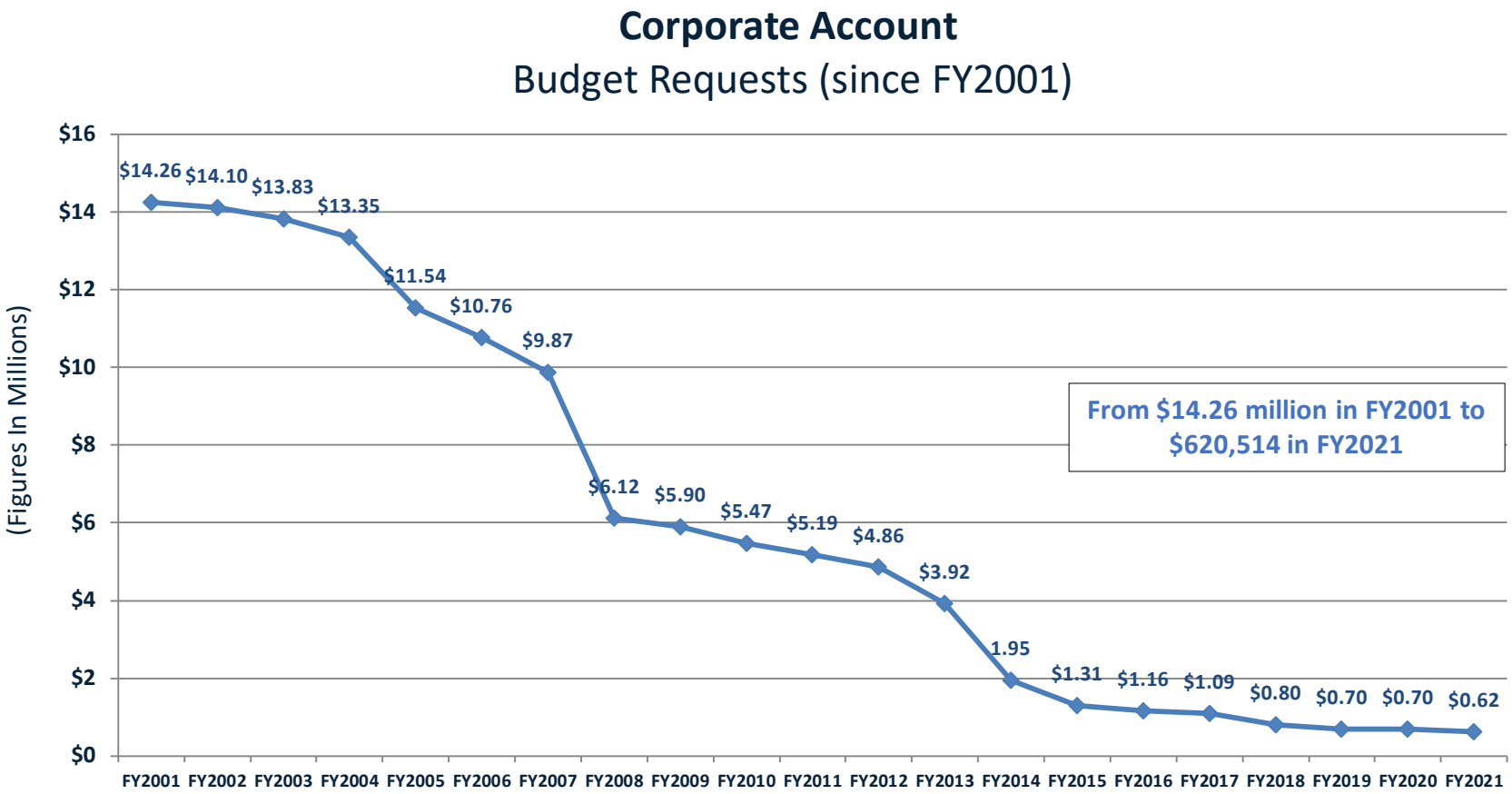
$831,000

in additional reductions since the original budget

FY2021 REDUCE CORPORATE BUDGET

FY2021 marks the 20th consecutive year that the request for Corporate Account funding, excluding fringe benefits, has been reduced.

- From $698,489 in FY2020 to $620,514 in FY2021, not including fringe benefits



ACCOUNT SUMMARY – CORPORATE ACCOUNT

FY2021 Department Account Summary Including Fringe Benefits

Corporate Account

OA	Description	2020 Approved & Adopted	2021 Request	Difference
501005	Salaries and Wages of Employees With Benefits	$628,591	$545,674	($82,917)
501210	Planned Overtime Compensation	$0	$0	$0
501510	Mandatory Medicare Cost	$9,403	$8,164	($1,239)
501585	Insurance Benefits	$133,544	$141,054	$7,510
501765	Professional Develop/Fees	$3,567	$3,669	$102
520029	Armored Car Service	$35,573	$36,284	$711
520485	Graphics and Reproduction Services	$9,884	$10,081	$197
520725	Loss and Valuation	$11,231	$11,335	$104
530635	Books, Periodicals and Publish	$3,307	$3,375	$68
530700	Multimedia Supplies	$208	$212	$4
540129	Maintenance and Subscription Services	$9,690	$9,884	$194
Total on Department:		$844,997	$769,732	($75,265)

Decrease: 8.91%

ORIGINAL ACCOUNT SUMMARY – AUTOMATION ACCOUNT

FY2021 Department Account Summary — Automation Account

OA	Description	2020 Approved & Adopted	2021 Request	Difference
501005	Salaries and Wages of Employees With Benefits	$7,123,663	$7,350,710	$227,048
501165	Planned Salary Adjustment	$4,000	$17,400	$13,400
501210	Planned Overtime Compensation	$10,000	$10,000	$0
501225	Planned Benefit Adjustment	$724,976	$702,323	($22,653)
501510	Mandatory Medicare Cost	$106,464	$109,933	$3,469
501585	Insurance Benefits	$935,456	$987,535	$52,079
501765	Professional Develop/Fees	$29,220	$30,186	$966
520149	Communication Services	$16,454	$18,093	$1,639
520485	Graphics and Reproduction Services	$810,000	$836,867	$26,867
520609	Advertising and Promotions	$104,162	$104,330	$168
520825	Professional Services	$738,600	$738,600	$0
521005	Professional Legal Expenses	$15,000	$15,000	$0
530100	Wearing Apparel	$6,000	$6,000	$0
530170	Institutional Supplies	$0	$5,200	$5,200
530600	Office Supplies	$92,412	$96,145	$3,733
530635	Books, Periodicals and Publish	$9,650	$9,252	($398)
531645	Computer and Data Processing Supplies	$183,520	$188,252	$4,732
540129	Maintenance and Subscription Services	$754,413	$787,071	$32,658
540345	Property Maintenance and Operations	$40,000	$40,000	$0
550005	Office and Data Processing Equip Rental	$61,326	$61,326	$0
550029	Countywide Office and Data Processing Equip Rental	$21,619	$28,723	$7,104
560220	Computer and Data Processing Supplies	$388,150	$404,930	$16,780
580050	Cook County Administration	$256,067	$260,676	$4,609
580235	Public Programs and Events	$10,000	$10,000	$0
Total on Department:		$12,441,151	$12,818,551	$377,400
				Increase: 3.03%

UPDATED ACCOUNT SUMMARY – AUTOMATION ACCOUNT

FY2021 – Pappas' Real Budget (Reduction of Five Full Time, Vacant Positions) Automation Account

OA	Description	2020 Approved & Adopted	2021 Request	Difference
501005	Salaries and Wages of Employees With Benefits	$7,123,663	$6,649,372	($474,291)
501165	Planned Salary Adjustment	$4,000	$17,400	$13,400
501210	Planned Overtime Compensation	$10,000	$10,000	$0
501225	Planned Benefit Adjustment	$724,976	$702,323	($22,653)
501510	Mandatory Medicare Cost	$106,464	$97,645	($8,819)
501585	Insurance Benefits	$935,456	$870,110	($65,346)
501765	Professional Develop/Fees	$29,220	$30,186	$966
520149	Communication Services	$16,454	$18,093	$1,639
520485	Graphics and Reproduction Services	$810,000	$836,867	$26,867
520609	Advertising and Promotions	$104,162	$104,330	$168
520825	Professional Services	$738,600	$738,600	$0
521005	Professional Legal Expenses	$15,000	$15,000	$0
530100	Wearing Apparel	$6,000	$6,000	$0
530170	Institutional Supplies	$0	$5,200	$5,200
530600	Office Supplies	$92,412	$96,145	$3,733
530635	Books, Periodicals and Publish	$9,650	$9,252	($398)
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540345	Property Maintenance and Operations	$40,000	$40,000	$0
550005	Office and Data Processing Equip Rental	$61,326	$61,326	$0
550029	Countywide Office and Data Processing Equip Rental	$21,619	$28,723	$7,104
560220	Computer and Data Processing Supplies	$388,150	$404,930	$16,780
580050	Cook County Administration	$256,067	$260,676	$4,609
580235	Public Programs and Events	$10,000	$10,000	$0
Total on Department:		$12,441,151	$11,987,501	($453,650)
				Decrease: 3.65%

Projects

FY2021 - FY2023 FUTURE PROJECTS

Mobile Outreach

Description:

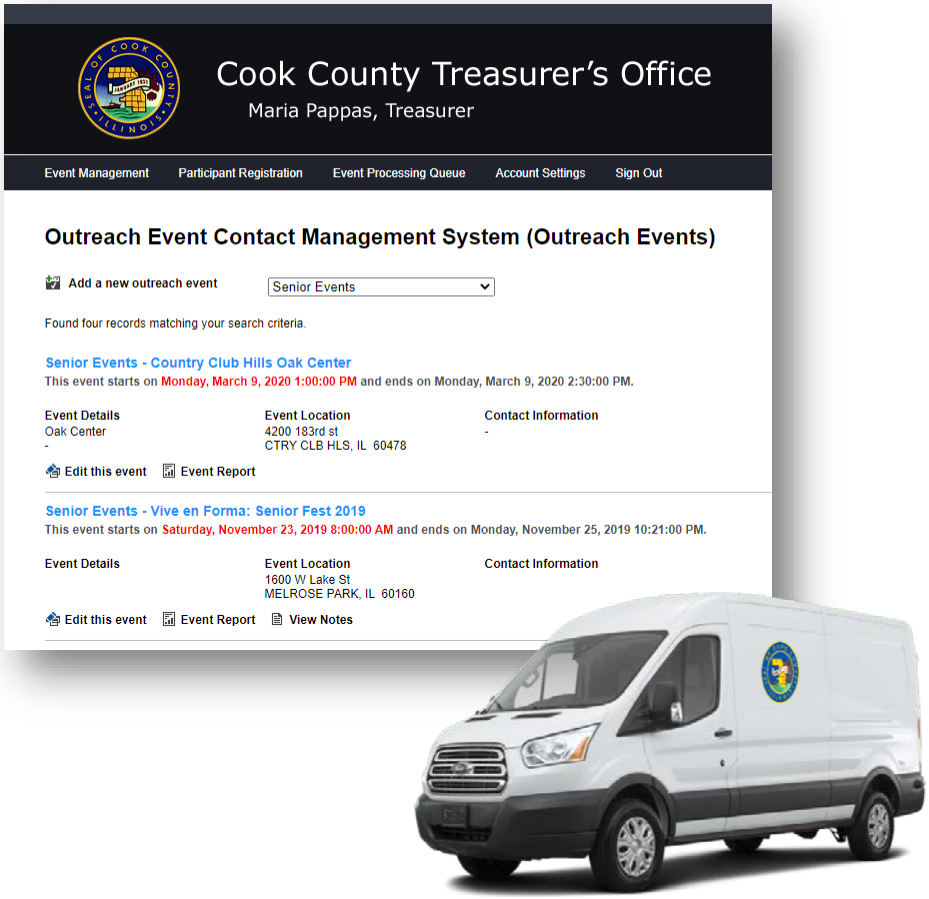
Upcoming purchase of two vehicles to reach constituents reluctant to leave their homes during the pandemic. The outreach vans will enable interaction with:

- Assist vulnerable citizens on the tax sale list
- Identify taxpayers with possible overpayment refunds
- Verify homeowners entitled to a missed property tax exemption

The office will implement the electronic tools to support mobile outreach efforts.

Benefits:

- Eliminate taxpayers from travelling downtown by reaching them directly in the community.
- Return funds to property owners who unknowingly overpaid or are missing a money-saving exemption.
- Reach vulnerable property owners on the tax sale list.



FY2021 - FY2023 FUTURE PROJECTS

Commercial Payer Enhancements

Description:

The Treasurer's Office will continue to make 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 taxpaying customers, thereby reducing errors and duplicate payments.

Benefits:

- Eliminate individual requests for data made to 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			
32-12-203-006-0000	2-03			
32-12-203-008-0000	2-04			
32-12-203-009-0000	2-03			
32-12-203-010-0000	2-78			
32-12-203-011-0000	1-00			
32-12-203-012-0000	2-08			
32-12-203-013-0000	2-78			
32-12-203-014-0000	2-78			
32-12-203-015-0000	1-00			
32-12-203-016-0000	2-03			
32-12-203-017-0000	2-78			
32-12-203-018-0000	2-78			
32-12-203-019-0000	1-00			
32-12-203-020-0000	1-00			

Tax Year	PMT	Payment Date	Tax Amount	Penalty	Cost	Total	Serial Number
2018	P1	01/21/2019	$110.28	$0.00	$0.00	$110.28	012319500864
2018	P1	04/05/2019	$300.00	$39.00	$0.00	$339.00	040819500307
2018	P1	05/13/2019	$100.00	$15.00	$0.00	$115.00	051519500401
2018	P1	06/03/2019	$86.50	$13.50	$0.00	$100.00	060319500988
2018	P1	06/03/2019	$86.50	$13.50	$0.00	$100.00	060319500989
2018	P1	06/03/2019	$86.50	$13.50	$0.00	$100.00	060319500990
2018	P1	06/03/2019	$86.50	$13.50	$0.00	$100.00	060319500991
2018	P1	06/03/2019	$113.50	$0.00	$0.00	$113.50	060419500678
2018	P1	08/02/2019	$100.00	$0.00	$0.00	$100.00	080319500261
2018	P1	08/02/2019	$100.00	$0.00	$0.00	$100.00	080319500262
2018	P1	08/02/2019	$50.00	$0.00	$0.00	$50.00	080319500263
2018	P1	08/02/2019	$100.00	$0.00	$0.00	$100.00	080319500264
2018	P1	08/02/2019	$100.00	$0.00	$0.00	$100.00	080319500265
2018	P1	08/02/2019	$100.00	$0.00	$0.00	$100.00	080319500266
2018	P1	08/02/2019	$50.00	$0.00	$0.00	$50.00	080319500267
2018	P1	08/02/2019	$200.00	$0.00	$0.00	$200.00	080319500268
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

FY2021 - FY2023 FUTURE PROJECTS

Outsource Tax Bill Printing

Description:

The Treasurer's Office has entered into a contract with Sebis Direct Inc. to print the bi-annual 1.8 million tax bills offsite instead of in-house. The first installment tax billing with Sebis is scheduled for January 2021.

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

Sebis will print the variable property tax data for each bill at the same time as the form layout, thereby combining processes that had been separate in prior years.

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.

SEBIS
DIRECT document management

FY2021 - FY2023 FUTURE PROJECTS

Integrated Property Tax System

Description:

The Treasurer's Office continues to support of the President's initiative to replace the MIS Mainframe with the Integrated Property Tax System, which will 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 and the delayed go-live dates (currently projected for January 2023).

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.

IPTS

INTEGRATED PROPERTY TAX SYSTEM

FY2021 - FY2023 FUTURE PROJECTS

Name of Project:	Expansion of Electronic Forms on Website
Description:	Expand fillable electronic forms on the website for other processes, use identification verification service, to identify taxpayer, write files for daily uploads.
Benefit(s):	• Eliminate PDF documents and paper forms. • Reduce manual data entry and processing.

Name of Project:	Automatically Issue Refunds via ACH
Description:	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.
Benefit(s):	• Streamline and increase efficiency.

Name of Project:	Online Payment "Shopping Cart" Enhancements
Description:	Create a payment channel that will allow non-mortgage/title company/3rd party taxpayers who own multiple properties to pay online in one single, easy transaction. Also, permit online payers to schedule a payment in advance.
Benefit(s):	• Eliminates a user from having to make payment transactions one at a time. • Reduces payment processing time.

Name of Project:	Exemptions – Certificate of Error Status on CCTO Website
Description:	Utilize data from the mainframe to convey the status to taxpayers who have applied for missing property tax exemptions with the Assessor.
Benefit(s):	• Eliminate questions from taxpayers. • Display the entire exemption history, including Certificate of Error. • Add information to the one-stop shop property tax overview page.

FY2021 - FY2023 FUTURE PROJECTS

Name of Project:	Office Wide Bankruptcy Automatic Stay Compliance – Phase 2
Description:	Implement a system to prevent unauthorized payments: person in bankruptcy or TPA can pay only current payments: prior payments can be paid only by trustee. Phase 2 will expand the system to include other payment sites/methods, such as online payments, Lockbox, bank branch, etc.
Benefit(s):	• Facilitate compliance with federal bankruptcy law.

Name of Project:	Automation of the Scavenger Sale
Description:	Automate the bi-annual Scavenger Sale to reduce time and resources dedicated to conduct the sale.
Benefit(s):	• Streamline and increase efficiency.

Name of Project:	PIN Research – Additional Enhancements
Description:	PIN Research was re-launched in 2013. The Treasurer's Office continues to build upon its foundation and provide more functionality and additional data that users would like to see within the application.

Benefit(s):	• Add the following:
	  • C of E type, status, reason
	  • Build-in functionality to print email a PDF tax bill, and track stats for the same process
	  • CRM/Correspondence History – log of taxpayer contact with the office

Name of Project:	Automating Manual Check Requests
Description:	Eliminate multiple data entries using workflow.
Benefit(s):	• Reduce processing time for Accounts Payable.

Name of Project:	Returned Mail Module – Additional Enhancements
Description:	The office developed the Returned Mail Research module to assist with researching tax bills returned by the U.S. Postal Service. Additional functionality will introduce artificial intelligence (AI) to the process. It will also provide automatic updating of updated, valid mailing name and addresses.
Benefit(s):	• Streamline and increase efficiency.

FY2021 - FY2023 FUTURE PROJECTS

Name of Project:	Automation of Transfers
Description:	Identify and provide periodic reports of potential transfers of payments utilizing data from the MIS.
Benefit(s):	• Automatically provide a report listing potential transfers for transactions within a given tax year. • Allow for misapplied payments to be posted properly.

Name of Project:	Electronic Feed of Open Item Bill Amounts
Description:	Enhance cashiering system to electronically receive Clerk open-item billing information from MIS so cashiers do not have to manually enter bill amount.
Benefit(s):	• Reduce cashiering errors. • Eliminate manual entry.

Name of Project:	Online Open Item Bill Payments
Description:	Enhance online payment system to allow taxpayers to pay open older years electronically based on data from the Treasurer and Clerk.
Benefit(s):	• Provide taxpayers another option to pay (right now, Open Items can only be paid in-person or by mail). • Eliminate manual payment processing.

Name of Project:	ATM/Kiosk Tax Payments
Description:	Create a kiosk/ATM to service cash and other under banked taxpayers for property tax collections
Benefit(s):	• Provides additional, convenient payment option to taxpayers. • Allows property tax payment collection points in areas that lack nearby bank branches.

FY2021 - FY2023 FUTURE PROJECTS

Name of Project:	Sales-in-Error Database Rewrite
Description:	Create a system that allows the user to process a Sale-in-Error refund from the beginning of the process.
Benefit(s):	• Eliminate tracking of Vacate Tax Sale component in Excel spreadsheets and double-entry of same information into database. • Eliminate need for employees to access MIS, transcribe payment information, and then re-enter into database to process refund request. • Scavenger Payments and Refunds will post to MIS, thereby making the information available to the county.

Name of Project:	Tax Buyer Email Electronic Receipts after Annual Sale
Description:	Produce electronic receipts emailed to tax buyers instead of producing paper receipts.
Benefit(s):	• Eliminates the need to print receipts and for tax buyers to physically pickup the receipts.

Name of Project:	Interactive New Employee Training on Intranet
Description:	Create an interactive video/voice training program that could be uploaded to the intranet. The goal would be to give new employees an understanding of the office and virtual orientation.
Benefit(s):	• Eliminate the need for manual orientation. • Can be used as a reference for existing employees and for refresher training purposes.

Name of Project:	Update Individual Online Payment Site
Description:	Work with online payment vendor to create a more robust online payment system that leverages emails, creates taxpayer payment carts, along with adding logic to charge bulk (non-TPA) payers the $2.00 enhanced processing fee.
Benefit(s):	• Improve payment processing systems so taxpayers can pay multiple PINs at the same time. • Improve system design and communication.

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2020

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

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 latest version of Microsoft Office
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
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 - Reconcilement 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

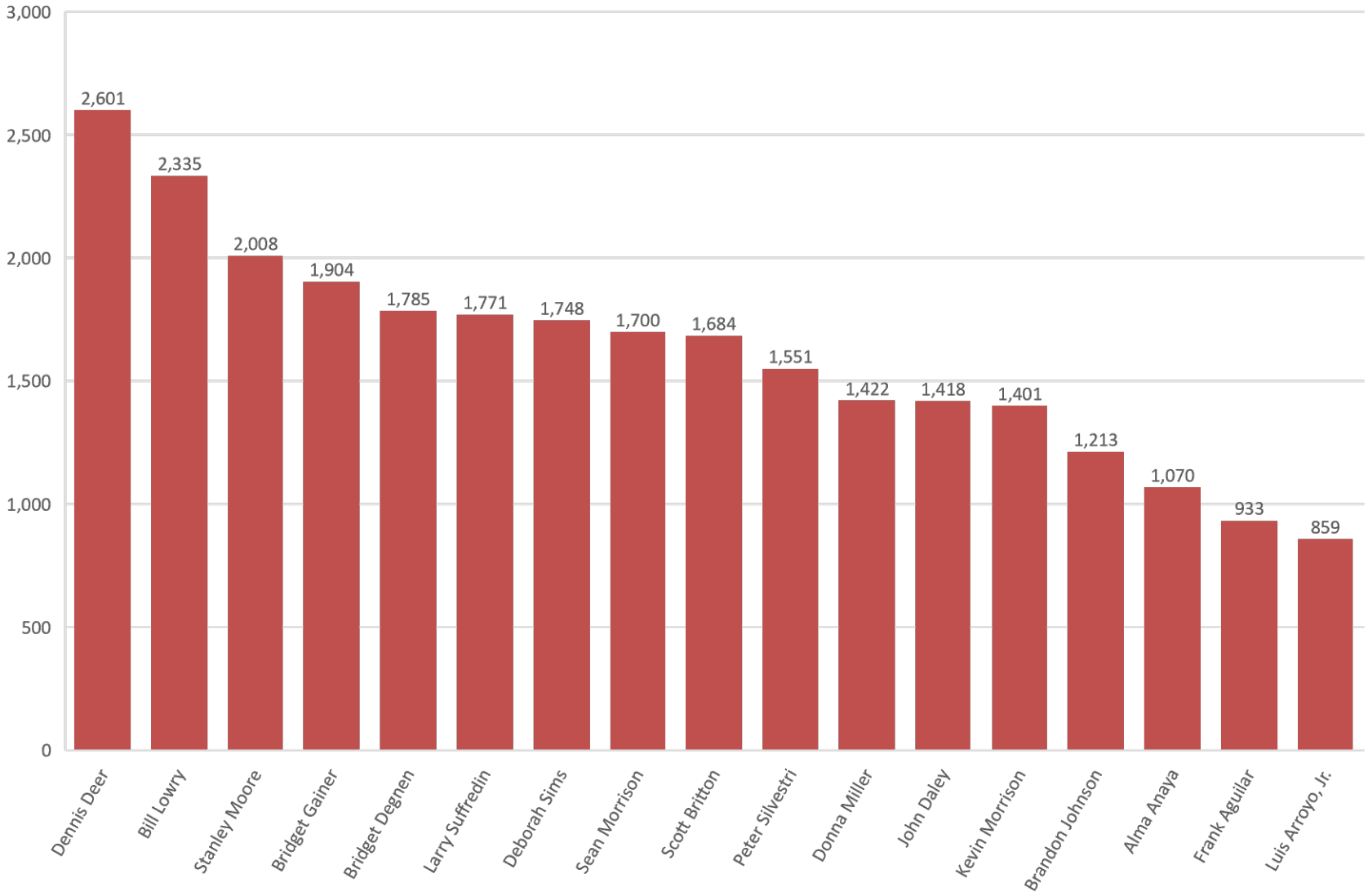
68. New System - STOPS (to prevent duplicate and overpayments by ensuring that only the legally responsible party submits payment)
69. New System - Tax Sale System (to track delinquent PINs and removals)
70. Office Restructure - Centralize Refund Department
71. Office Restructure - Consolidation of Multiple Customer Service Departments (One-Stop Shopping)
72. Office Restructure – Outsourcing of Property Tax Bill Printing
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 for Special Tax Bill Types Online (including Back Tax Bills and Air Pollution Bills)
77. Payments Accepted Through Community Bank Program
78. Payments by Third-Party Agents Online (expanded from on-time payments to late payments)
79. Payments Accepted Online (on-time payments using credit/debit card)
80. Positive Pay - Tool to prevent fraud in checks written from Treasury accounts
81. Streamline Management of "C" Fund with Comptroller's Office
82. Tax Bill - Re-design to larger 8½ X 14 size and inclusion of DDO Data on the First Installment Bill
83. Tax Bill - Electronic Data Testing
84. Training - Business Letter Writing and Email Response
85. Training - Cross-Training employees across various departments
86. Training - Customer Service
87. Treasury Management System - Consolidate and automate daily cash management, investment, and collateral responsibilities
88. Website – 20-Year Property Tax History - search tool and interactive maps

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 - Refund applications submitted electronically
98. Website - Taxing Agency Extranet
99. Web-Based - Cash Management
100. Web-Based - Taxing District Debt Disclosure Site

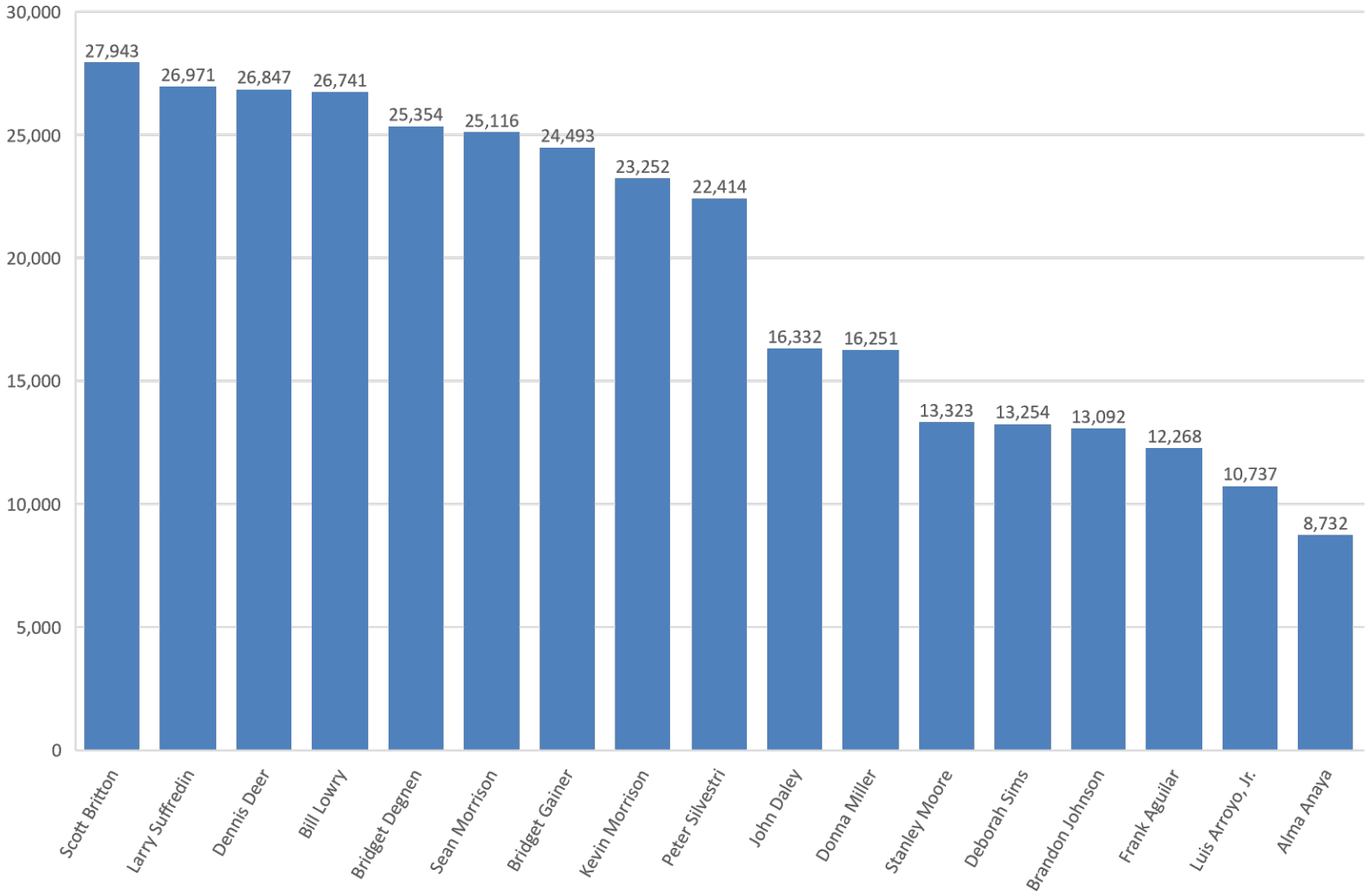
Appendix

2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
CREDIT CARD PAYMENTS



Payments made through 10/1/2020

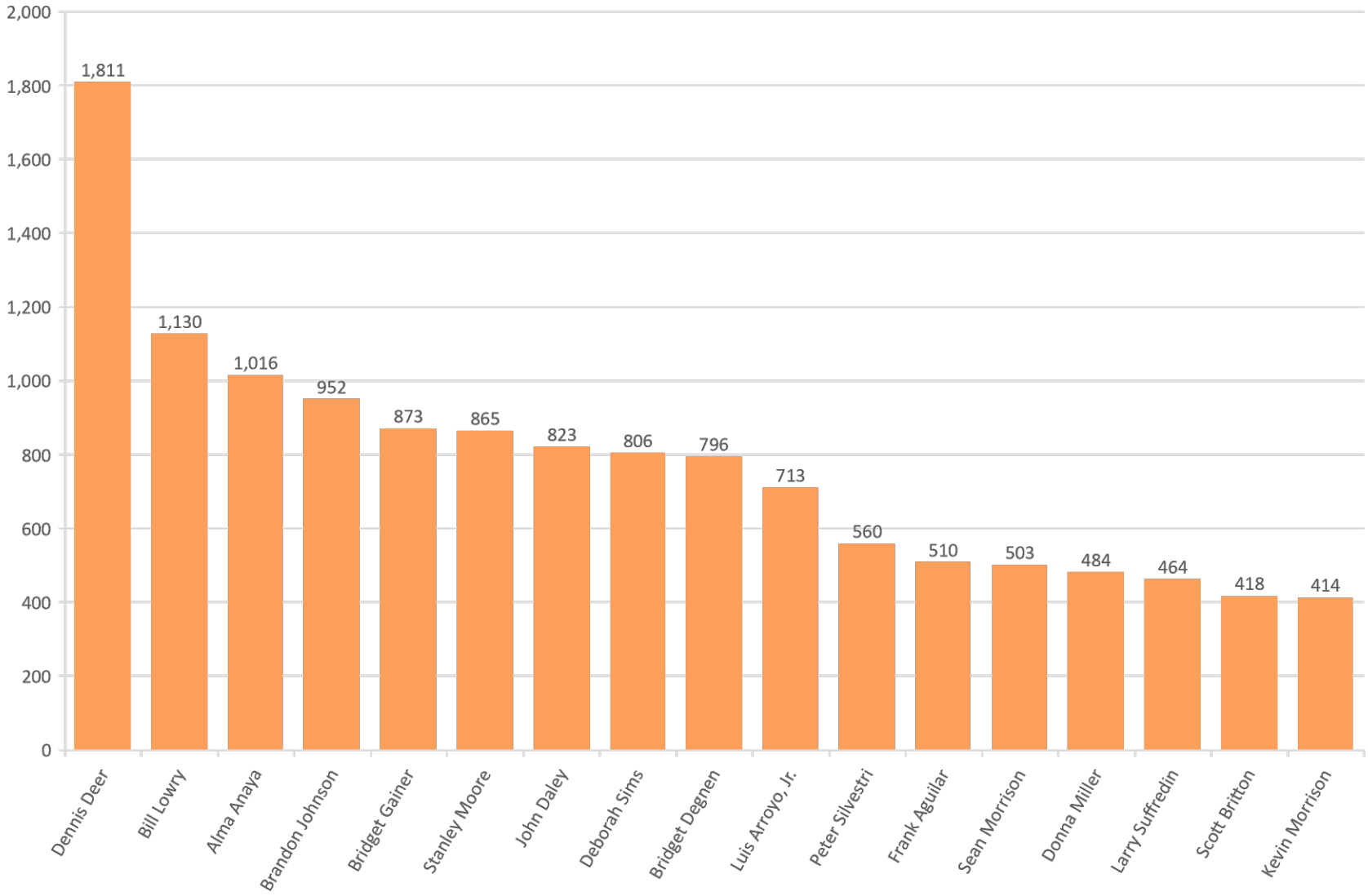
2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
ONLINE (INTERNET) PAYMENTS



Payments made through 10/1/2020

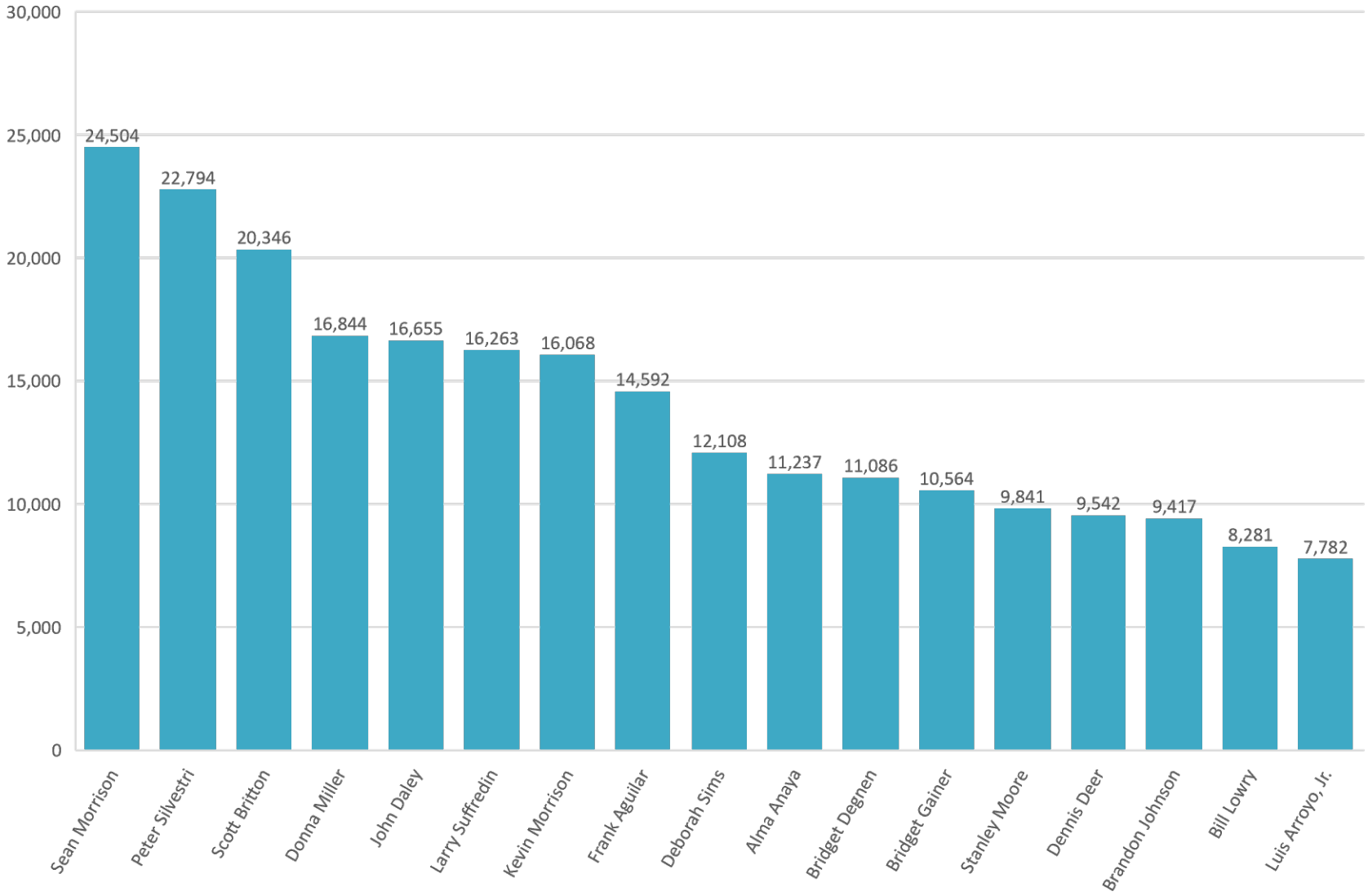
2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:

TREASURER'S OFFICE IN-PERSON PAYMENTS



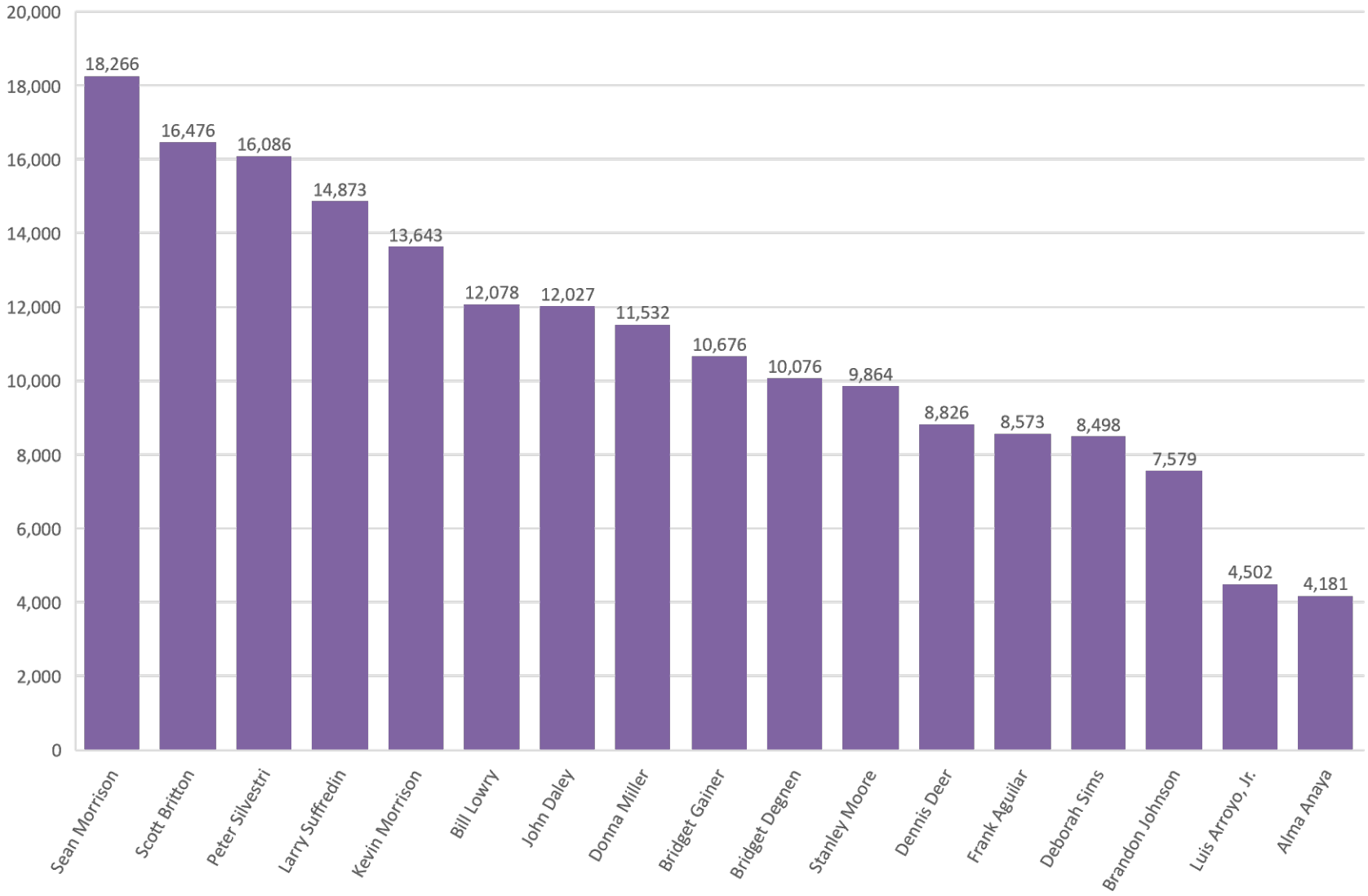
Payments made through 10/1/2020

2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
CHASE BANK BRANCH PAYMENTS



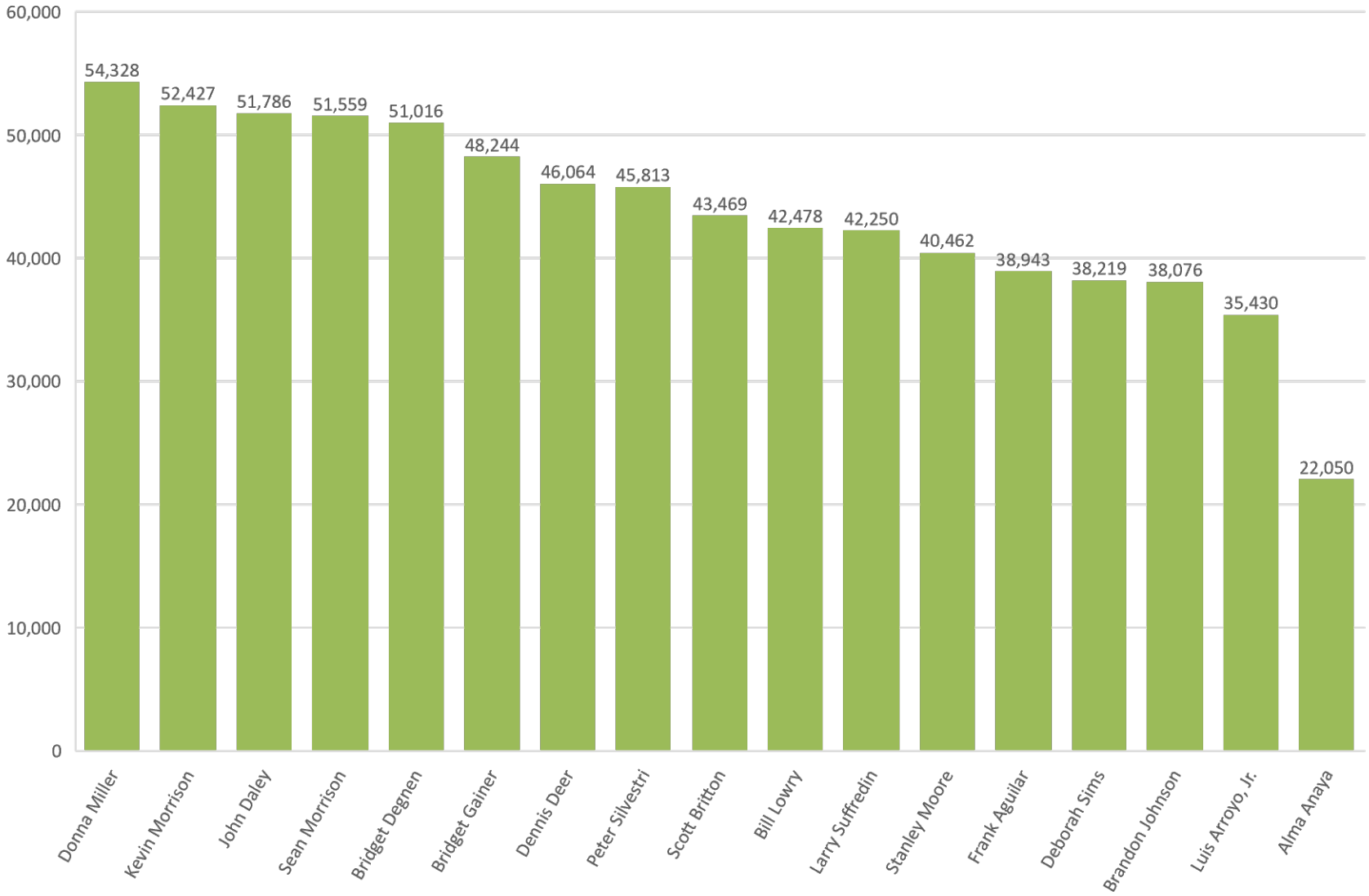
Payments made through 10/1/2020

2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
MAIL (LOCKBOX) PAYMENTS



Payments made through 10/1/2020

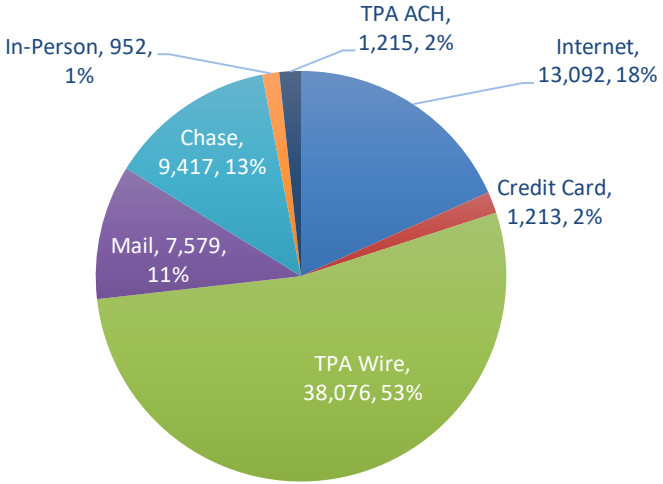
2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
THIRD-PARTY AGENT (MORTGAGE) WIRE PAYMENTS



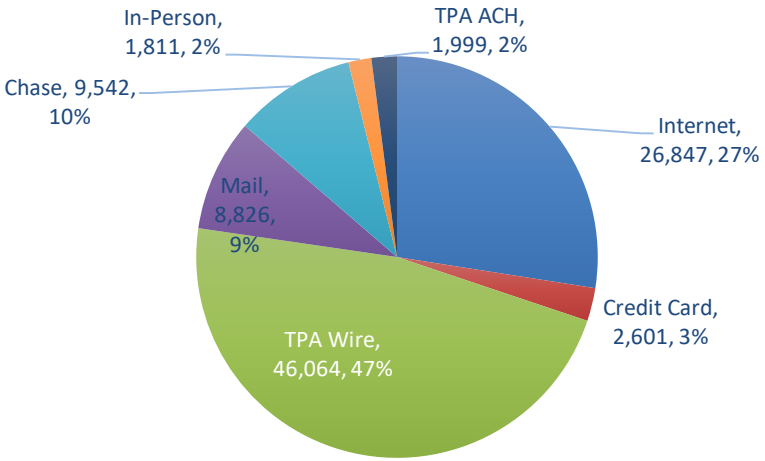
Payments made through 10/1/2020

2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
PAYMENT METHOD BY COMMISSIONER DISTRICT

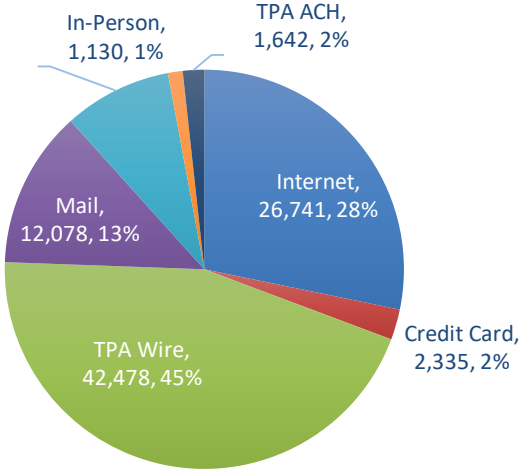
Brandon Johnson – District 1



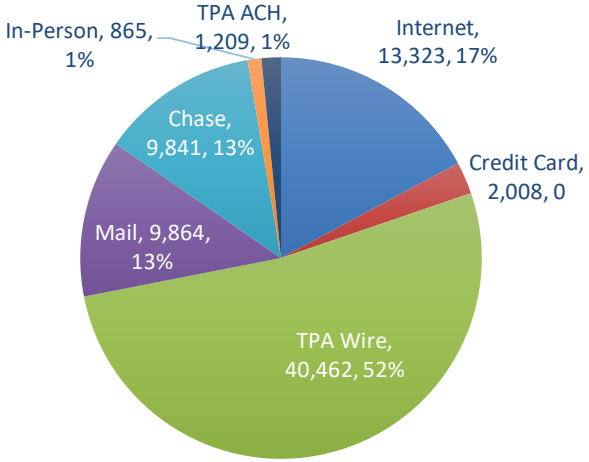
Dennis Deer - District 2



Bill Lowry - District 3



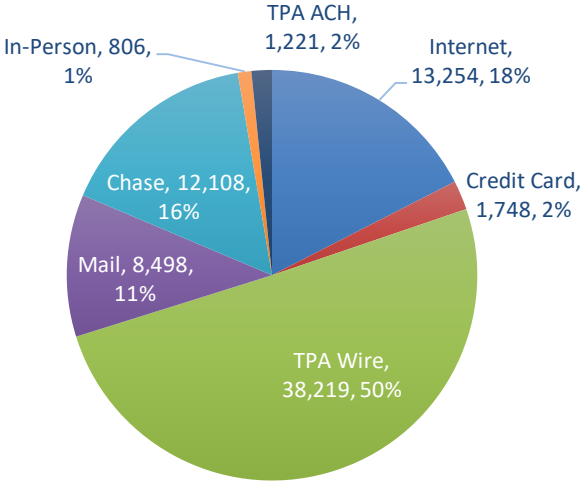
Stanley Moore - District 4



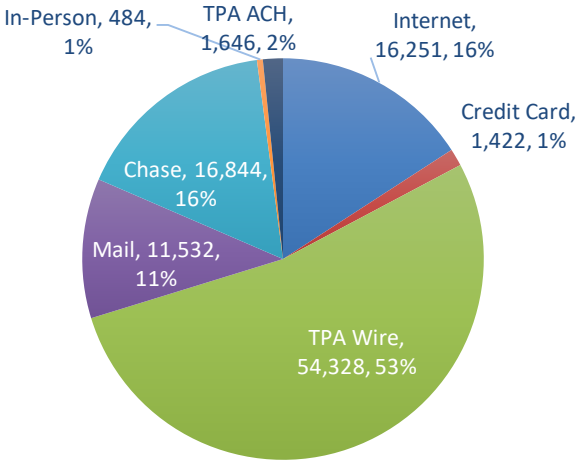
Payments made through 10/1/2020

2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
PAYMENT METHOD BY COMMISSIONER DISTRICT

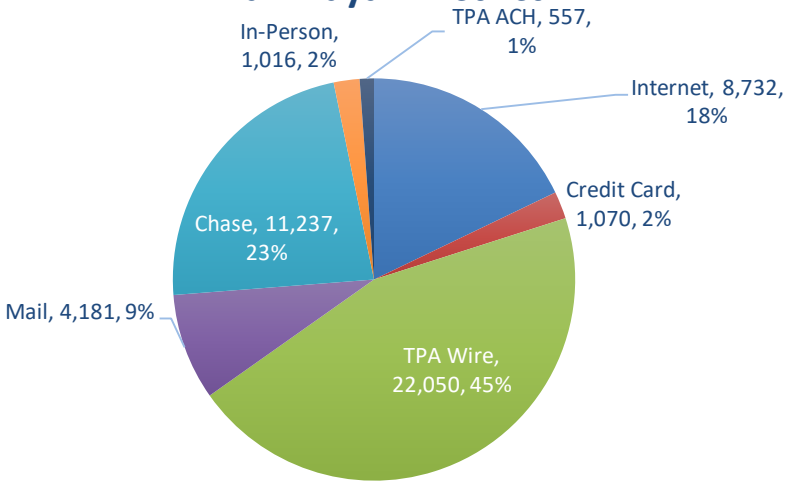
Deborah Sims - District 5



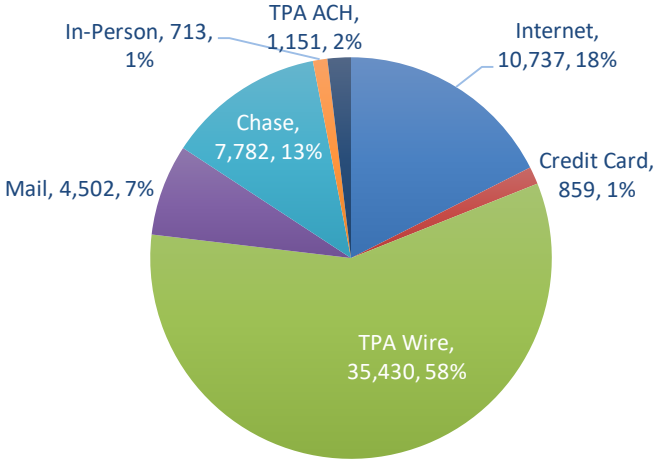
Donna Miller - District 6



Alma Anaya - District 7



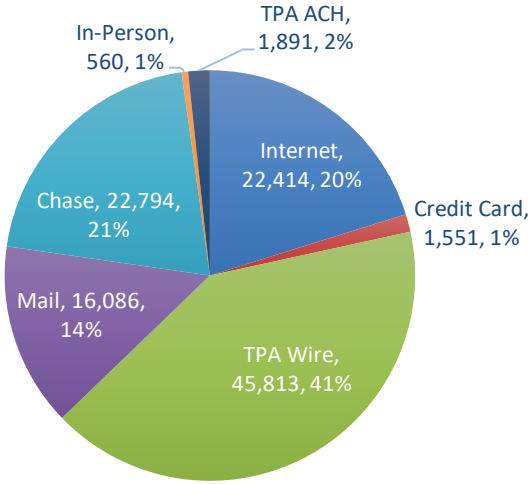
Luis Arroyo, Jr. - District 8



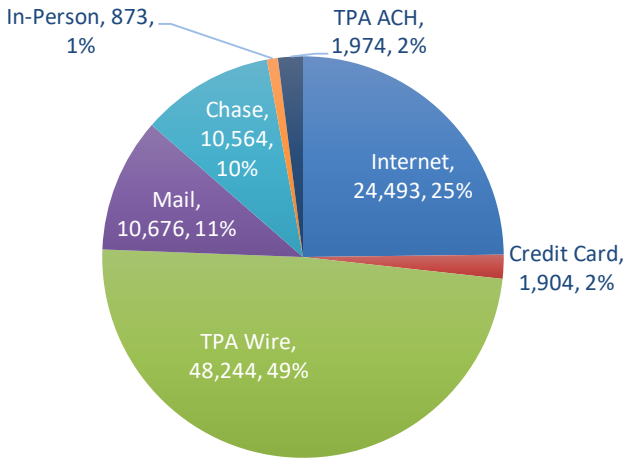
Payments made through 10/1/2020

2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
PAYMENT METHOD BY COMMISSIONER DISTRICT

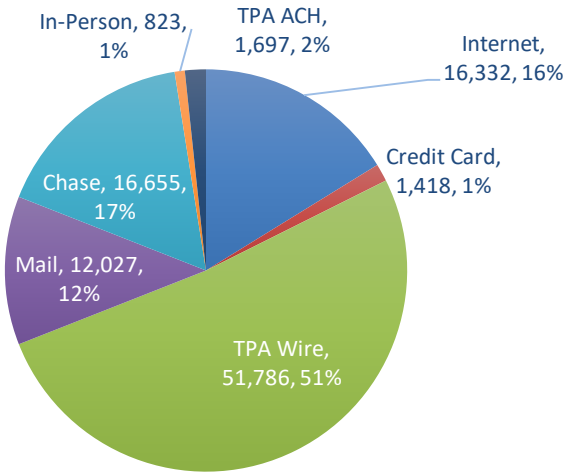
Peter Silvestri - District 9



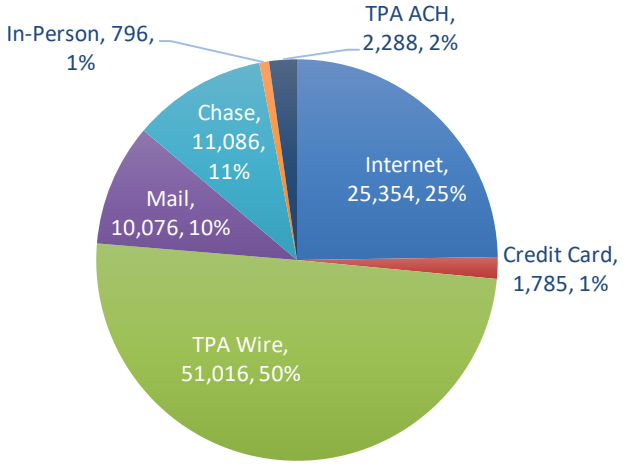
Bridget Gainer - District 10



John Daley - District 11



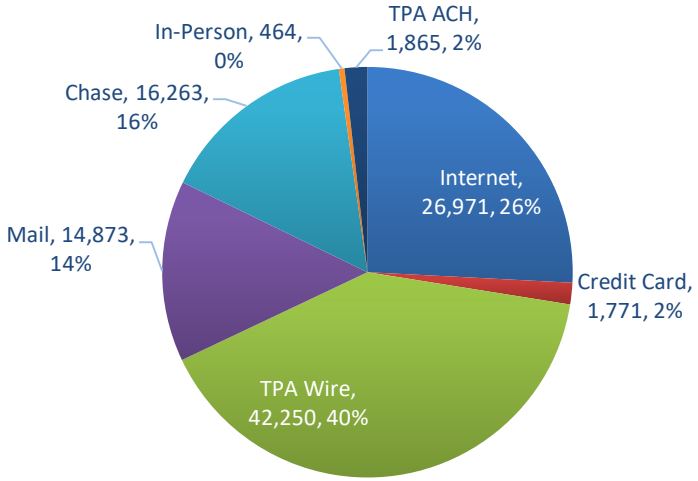
Bridget Degnen - District 12



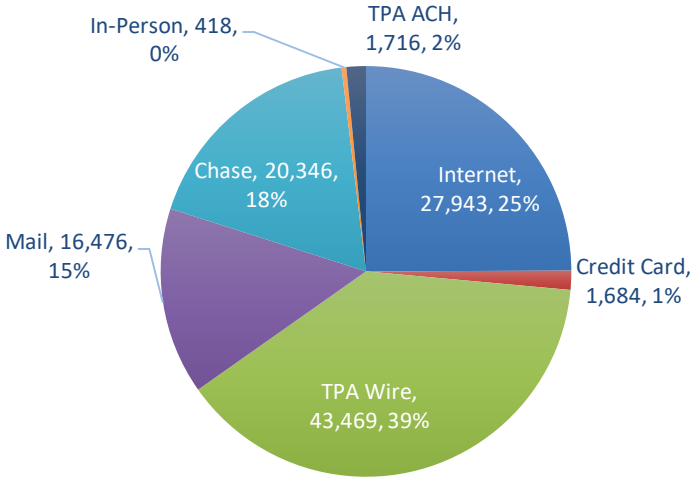
Payments made through 10/1/2020

2019 SECOND INSTALLMENT PAYMENT BREAKDOWN:
PAYMENT METHOD BY COMMISSIONER DISTRICT

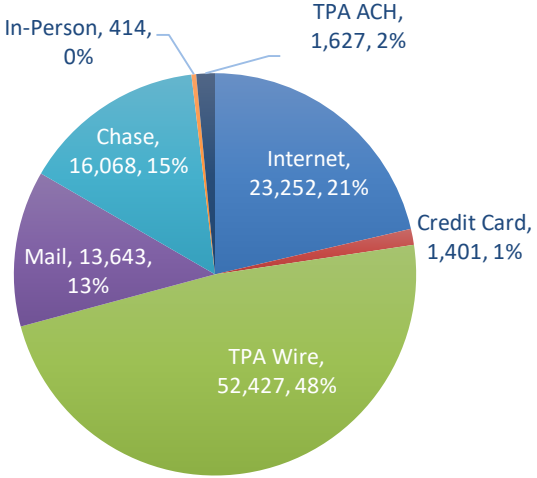
Larry Suffredin - District 13



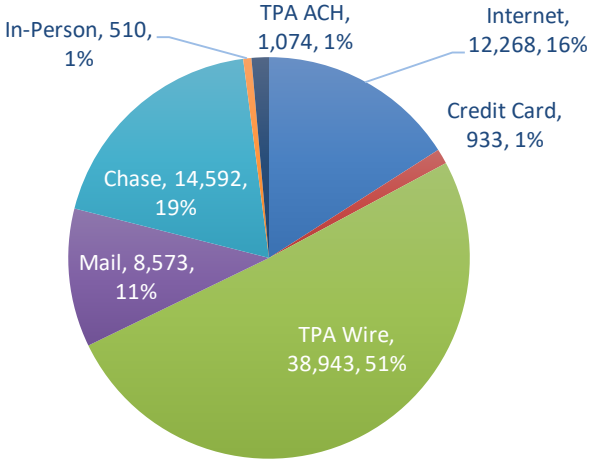
Scott Britton - District 14



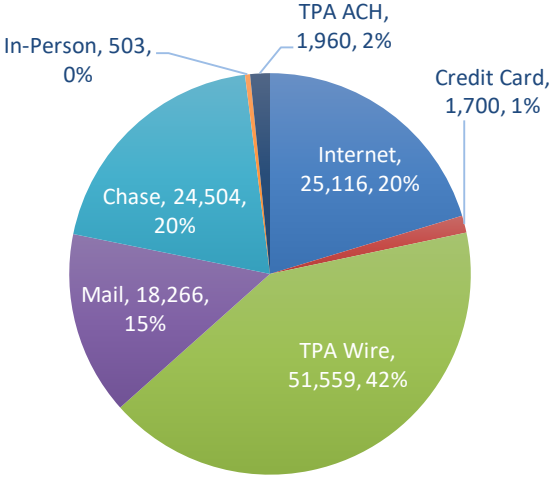
Kevin Morrison - District 15



Frank Aguilar - District 16

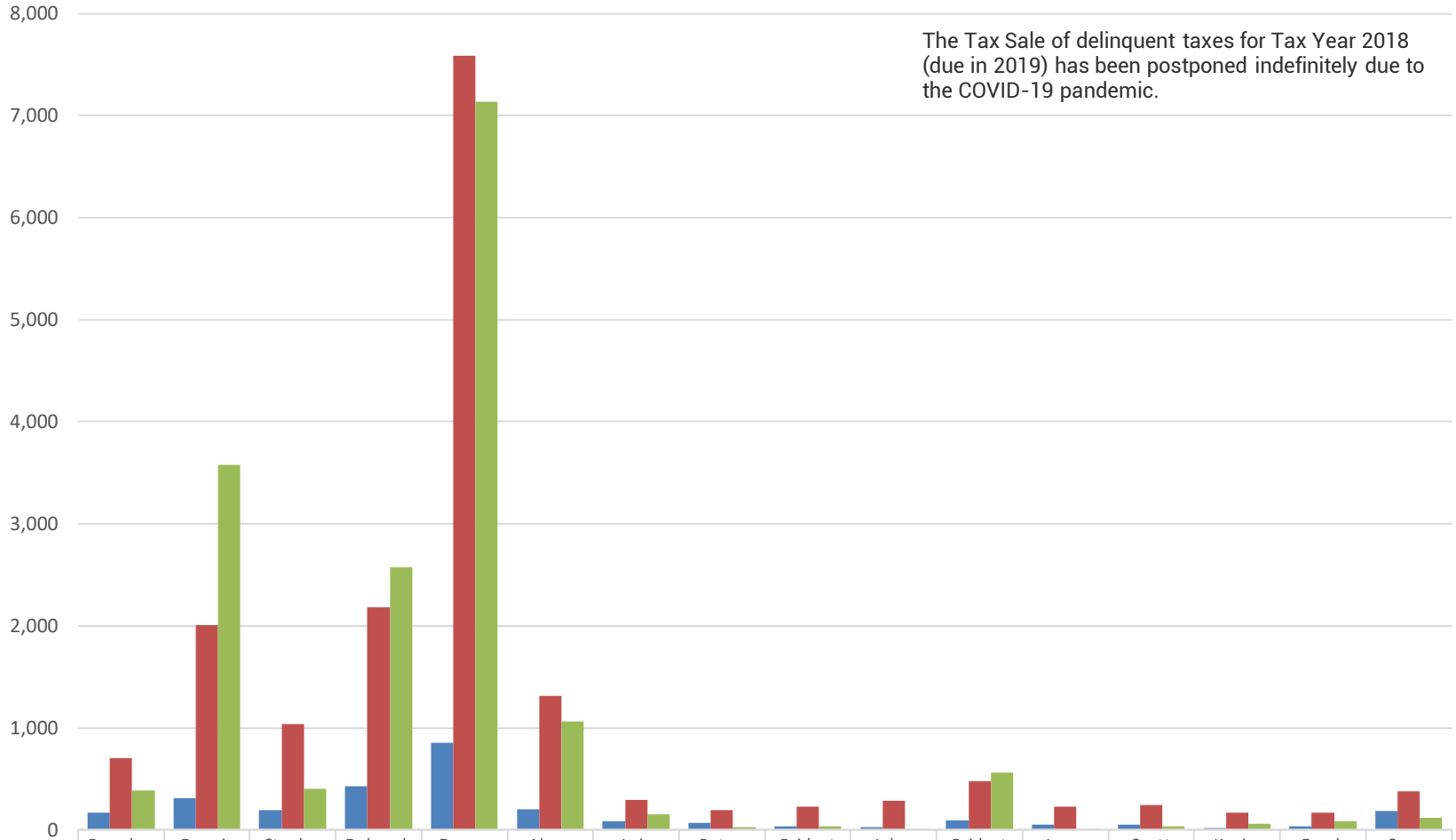


Sean Morrison - District 17



Payments made through 10/1/2020

TAX YEAR 2018 UNPAID, TAX SALE ELIGIBLE – PIN BREAKDOWN



The Tax Sale of delinquent taxes for Tax Year 2018 (due in 2019) has been postponed indefinitely due to the COVID-19 pandemic.

	Brandon Johnson	Dennis Deer	Stanley Moore	Deborah Sims	Donna Miller	Alma Anaya	Luis Arroyo, Jr.	Peter Silvestri	Bridget Gainer	John Daley	Bridget Degnen	Larry Suffredin	Scott Britton	Kevin Morrison	Frank Aguilar	Sean Morrison
Commercial	171	314	196	432	854	207	89	72	34	25	99	55	56	19	35	190
Residential	703	2,008	1,038	2,182	7,591	1,316	294	196	226	289	483	233	246	168	174	382
Vacant	388	3,578	407	2,580	7,132	1,063	154	28	37	16	565	12	41	62	89	117

By Property Classification, As of 10/18/2020