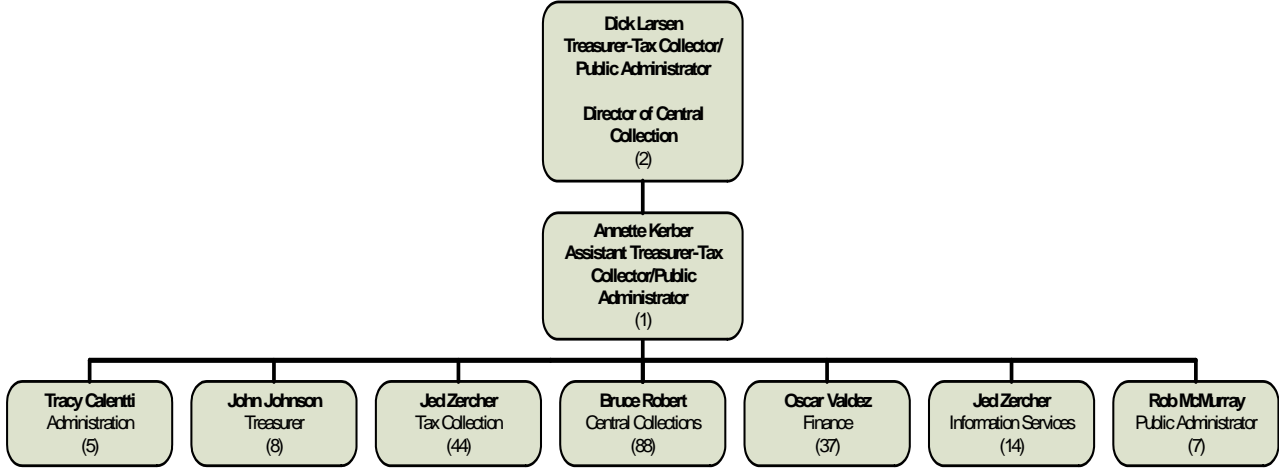


# TREASURER-TAX COLLECTOR/PUBLIC ADMINISTRATOR Dick Larsen

## MISSION STATEMENT

The San Bernardino County Treasurer-Tax Collector/Public Administrator’s office fulfills its statutory obligations in a fair, courteous and professional manner that is open and accessible to citizens, the business community, and other public agencies. This office will utilize current and evolving technology to enhance services and improve the reach of those services throughout the region. We will operate efficiently to deliver the highest quality services at the lowest possible cost to the taxpayers of San Bernardino County.

## ORGANIZATIONAL CHART



## STRATEGIC GOALS

1. Manage the county treasury function in a safe, effective and efficient manner.
2. Collect property taxes in an effective manner with a focus on customer service.
3. Investigate and administer the estates of decedents with care and professionalism.

FISCAL



PERFORMANCE MEASURES				
Description of Performance Measure	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
County investment pool rating	Moody's-Aaa, S&P, AAaf, Fitch-AAA	Moody's-Aaa, S&P, AAaf, Fitch-AAA	Moody's-Aaa, S&P, AAaf, Fitch-AAA	Moody's-Aaa, S&P, AAaf, Fitch-AAA
Meet or exceed the average collection rate of comparable counties for unsecured property taxes.	97.1%	94.9%	95.0%	93.9%
Percentage increase of electronic property tax payments	10.2%	10%	9%	5%
Annual percent decrease in the average amount of time necessary to close the investigation of decedents.	19%	3%	3%	3%
Annual percent decrease in the average amount of time necessary to close the administration of estates.	24%	3%	3%	3%
Attain an average wait time of less than five minutes by implementing an off-site phone support service.	< =1 minutes	<= 3 minutes	<= 3 minutes	N/A

**SUMMARY OF BUDGET UNITS**

	2009-10				
	Appropriation	Revenue	Local Cost	Fund Balance	Staffing
<b>General Fund</b>					
Treasurer-Tax Collector/Public Administrator	21,429,022	17,700,948	3,728,074		206
Total General Fund	21,429,022	17,700,948	3,728,074		206
<b>Special Revenue Fund</b>					
Redemption Maintenance Fund	182,184	4,000		178,184	-
Total Special Revenue Fund	182,184	4,000		178,184	-
<b>Total - All Funds</b>	21,611,206	17,704,948	3,728,074	178,184	206

Detailed information for each departmental budget unit follows, along with a description of the services provided, budget unit history and analysis of the budget unit.

