

FEBRUARY 2024

Treasurer

SELECTED PERFORMANCE MEASURES

Provide Tax rolls and associated reports per State Statute 74.03 – timely and accurately

All payments are made timely and within County Code or State Statute guidelines

SUMMARY OF CURRENT ACTIVITIES

- Currently receipting 1st installment property taxes for the cities of Eau Claire, Altoona and the Town of Ludington.
- We did bring in our seasonal helpers for the 1st installment. Window customers are about the same levels as last year. Online payments are increasing due to our tax statement marketing insert. We have been keeping up with mail daily and have not missed any deadlines. Minimal FTE overtime was utilized and LTE hours are within budget.

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- We will no longer be mailing out tax receipts unless a self-addressed stamped envelope is included with payment (as stated on the back side of every tax bill in WI). Receipts will be available online as a self-service option. This is still an on-going adjustment with the taxpayers.
- Original tax statements and receipts can be re-printed online for any real or personal property.
- Interest rates remain stable.
- Bank fees are at a minimum due to the earnings credit rating increasing.
- Postage rates continue to rise.

CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)

- Continuously working with departments on ACH's and Credit/Debit card options and procedures.
- The first batch of In Rem was completed. We started with 50 properties and ended up only taking 3. Those three properties will go up for auction online during Q1 2024

GOALS FOR NEXT MONTH

- Complete 1st installment collections along with the January and February settlements.
- After February settlement we will create and mail out "Missed 1st Installment" letters. These letters help by notifying the taxpayers now, instead of in August, after they have accrued 7 months' worth of interest and penalties totaling 10.5%. This activity is not required by state statute, but I feel it is important that we do this as a courtesy.
- Continue to improve the website department pages.
- I'm fortunate to have a highly knowledgeable and experienced team that work well together. We will continue to work on cross training; procedure updates; and any implement any improvements we can.