



Providing quality, innovative and cost-effective services that safeguard and enhance well-being

2024 QUARTER 4 | TREASURER

SELECTED PERFORMANCE MEASURES

RECEIPTS:	2023	2024
Q4 LINQ GENERAL RECEIPTS	\$22,213,602 (759 RECEIPTS)	\$23,806,642 (701 RECEIPTS)
Q4 PROPERTY TAX COLLECTIONS	\$35,635,977 (REAL ESTATE & PERSONAL)	\$353,119,139 (REAL ESTATE & PERSONAL)
YTD PROPERTY TAX COLLECTIONS	\$135,593,631 (REAL ESTATE & PERSONAL)	\$166,208,414 (REAL ESTATE & PERSONAL)

SUMMARY OF CURRENT ACTIVITIES

- In Rem batch for delinquencies from 2019 that were taken Q4 will be going to auction soon.
- 1st installment of property taxes collections went well. We collect for Altoona, Eau Claire & Ludington.
- We mailed 791 letters to taxpayers who missed making their first installment.
- Window traffic for tax payments remains steady. We did have one seasonal worker help us this year and had minimal overtime used by staff. We did remain in budget on both LTE and Overtime pay.

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Interest rates have slowly decreased, and I am hopeful they will not go down much more this year.
- Tax payments are coming in as expected with increased usage of the online payment option. As a reminder, the e-check form of payment is only 50 cents and debit/credit cards are 2.35%.
- Clarifications continue to come in from the Department of Revenue on the Tax Delinquent Foreclosure Act by the state. Minor tweaks have been administered in response to the new guidelines.

STRATEGIC INITIATIVES (GREEN / AMBER / RED)

Strategic Priority B: Quality and Meaningful Relationships

Strategic Initiative: Pursue strategies to enhance fiscal resilience and operational effectiveness.

Action Item: Use continuous process improvement model.

Status: Green (making expected progress)

- Assist departments with electronic payment options such as ACH's; E-checks; Credit and Debit cards.
- Assist Parks Department with processing the daily and annual park passes.
- Corporation Council is assisting us with the In Rem proceedings.
- Assist the Finance department with account reconciliations and audit items.
- Assist and train municipal partners with Ascent along with DOR required reporting.

Our Core Behaviors:

Proactive Ownership | Infinite Possibilities | Customer First | Stronger Together | Ardent Learners | Unwavering Respect

Strategic Priority C: Robust Infrastructure

Strategic Initiative: Improve efficiency and performance of County operations through automation and data-driven decision-making

Action Item: Develop internal capacity and secure resources of subject matter experts as needed.

Status: Green (making expected progress)

- Our team constantly reviews processes to find more efficient and effective ways to complete our statutory requirements by making best use of our equipment and software packages (our infrastructure).
- I attend 2-3 statewide County Treasurer conferences each year. I keep current on statute changes, best practices and utilization of shared resources.
- Attend annual training with Transcendent Technologies (our tax software company)
- Collaborate with the state Department of Revenue, Department of Natural Resources and Department of Administration on state requirements meeting all deadlines.

GOALS FOR NEXT QUARTER

- Complete 1st installment collections along with the January and February Settlement reports for all municipalities.
- Assist with the tracking and investing of the American Rescue Funds and the Opioid Abatement Funds.
- Keep the department website current and user friendly. Encourage use of the online payment options.
- Continuously searching for short-term investment opportunities.
- Create and mail out letters to taxpayers who miss paying for their first installment. This is not required by state statute, but I feel it is worthy of the expense, so these people are notified timely. Interest and penalties start accruing February 1st. If we waited until August (required by state statute) they would have interest and penalties equaling 10.5%.
- I am fortunate to have a highly knowledgeable and experienced team that work well together. We will continue to work on cross-training; procedure updates; and implement any improvements we identify.
- Lottery Credit and First Dollar Credit reports will be submitted to the state for reimbursement.
- The next online auction of properties we took December 2024 will be beginning in late March or early April.

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