

County of Santa Clara

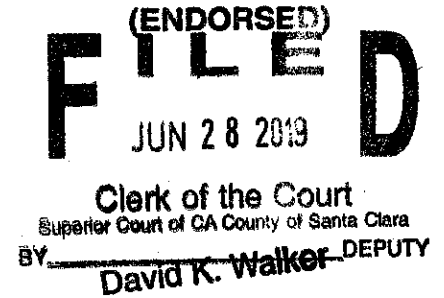
Office of the Clerk of the Board of Supervisors
County Government Center, East Wing
70 West Hedding Street
San Jose, California 95110-1770
(408) 299-5001 FAX 938-4525 TDD 993-8272



Megan Doyle
Clerk of the Board

June 24, 2019

The Honorable Deborah A. Ryan
Presiding Judge
Santa Clara County Superior Court
191 North First Street
San Jose, CA 95113



RE: Grand Jury Report: Show Me the Money! Where Your Property Taxes Go.

Dear Judge Ryan:

At the June 4, 2019 meeting of the County of Santa Clara Board of Supervisors (Item No. 68), the Board adopted the responses from The Department of Tax and Collections to the Final Grand Jury Report entitled Show Me the Money! Where Your Property Taxes Go.

As directed by the Board of Supervisors and on behalf of the Board President, our office is forwarding to you the enclosed copy of the response to the Final Grand Jury Report. The response constitute the response of the Board of Supervisors, consistent with provisions of California Penal Section 933(c).

If there are any questions concerning this issue, please contact our office at (408) 299-5001 or by email at boardoperations@cob.sccgov.org.

Sincerely,

Jessica Schmidt
Deputy Clerk, Board of Supervisors
County of Santa Clara

Enclosures

County of Santa Clara
Finance Agency
Department of Tax and Collections
70 West Hedding Street
East Wing, 6th Floor
San Jose, California 95110
www.sccdtac.org



Alan Minato
Director of Finance

DATE: May 13, 2019
TO: Miguel Marquez, Chief Operating Officer
FROM: Margaret Olaiya, Director, Department of Tax and Collections *Margaret Olaiya*
SUBJECT: Finance Agency's Response to Santa Clara County Civil Grand Jury Final Report: Show Me the Money! Where Your Property Taxes Go.

The Santa Clara County Civil Grand Jury's Final Report, **Show Me the Money: Where Your Property Taxes Go** sent to the County contained 2 Findings and 1 Recommendation for the Finance Agency's Department of Tax and Collections.

Finding 1

The County of Santa Clara and its Department of Tax and Collections are commended for revising the format of the 2018-19 tax bill to direct county property taxpayers to the distribution of the one-percent maximum tax levy by address or APN via tax bill web page links or QRC.

Response: The Department of Tax and Collections agrees with Finding 1.

Recommendation 1

None

Response: N/A

Finding 2

Although the tax bill now provides links to find the distribution of the 1% Tax, the links are not entirely obvious.

Response: The Department of Tax and Collections agrees with Finding 2.

Recommendation 2

The County of Santa Clara could further improve the presentation of the tax bill by clarifying

how to locate the 1% Tax distribution data to facilitate a better user experience by inserting an explanation with the tax bill beginning with the 2019-20 tax year.

Response: The Department of Tax and Collections agrees with Recommendation 2 and has initiated plans to incorporate the recommendation as stated below:

The Department has begun the review and redesign of the **Details of Taxes** section of the tax bill in anticipation of the FY 2019 – FY 2020 tax assessment year. This section will be redesigned to inform and guide taxpayers about the distribution of the 1% Tax Levy. The font size of the current link on the tax bill will be increased to make it legible and displayed more prominently to include instructions for taxpayers. Secondly, the Department will insert a tax bill legend in the tax bills that will be mailed out in October 2019. Thirdly, a sample tax bill with explanations of the sections will be published online to make it easily accessible to members of the public. Finally, the Tax Distribution web page that displays the allocation of property taxes by the tax rate area will be revised to improve the user experience and knowledge.

We have taken immediate steps to improve the 1% Tax Distribution Table by the parcel number online (Method 3), as described in the Grand Jury report's Show me the Money section. We are pleased to report that Method 3 now takes just one click to access the information on the Controller-Treasurer Department's Property Tax web page, instead of 4.

The Finance Agency's commitment to taxpayers is to continue to develop effective and efficient ways to help taxpayers understand and connect with their property tax payments and to educate them on its distributions. We will accomplish this through the information we publish in print or online on our websites.