

SARA PIERCE
ACTING AUDITOR-CONTROLLER
TREASURER-TAX COLLECTOR



CHEYANNE GORDON
ASSISTANT TREASURER-TAX
COLLECTOR

MENDOCINO COUNTY TREASURER-TAX COLLECTOR
501 LOW GAP RD. ROOM 1060, UKIAH, CA 95482
(707) 234-6875

DATE: May 21, 2024

TO: Honorable Board of Supervisors

FROM: William Riley - Principal Department Analyst

SUBJECT: Office of the Treasurer Tax-Collector Hours

Honorable Board,

We are requesting the alteration and formal approval of an hour of operation change for the office of the Treasurer Tax-Collector, as outlined in the below schedule:

Day:	Current Hours:	Proposed Hours:
Monday	8:00am-12:00pm & 1:00pm-5:00pm	9:00am-12:00pm & 1:00pm-4:00pm
Tuesday	8:00am-12:00pm & 1:00pm-5:00pm	9:00am-12:00pm & 1:00pm-4:00pm
Wednesday	8:00am-12:00pm & 1:00pm-5:00pm	9:00am-12:00pm & 1:00pm-4:00pm
Thursday	8:00am-12:00pm & 1:00pm-5:00pm	9:00am-12:00pm & 1:00pm-4:00pm
Friday	8:00am-12:00pm & 1:00pm-5:00pm	9:00am-12:00pm & 1:00pm-4:00pm
Saturday	Closed	Closed
Sunday	Closed	Closed
County Holidays	Closed	Closed

On tax collections due dates, the office will have the expanded hours for the December and April due date of tax payments (or the following business day if tax day falls on weekend), and the last business day of the fiscal year as outlined below:

Day:	Proposed Hours:
December 10 th or the following business day if weekend	8:00am-12:00pm & 1:00pm-5:00pm
April 10 th or the following business day if weekend	8:00am-12:00pm & 1:00pm-5:00pm
Last business day of FY, June 30 th or preceding if weekend	8:00am-12:00pm & 1:00pm-5:00pm

At current hours and staffing levels, it is untenable for staff to do all of the back-office balancing and calculations that are required, including but limited to; balancing their drawers, balancing their daily sessions in our tax system, and making cash or check deposits with no break from direct customer service. Additionally, the office has no opportunity to have protected time to preform group training, staff meetings, responding to taxpayer inquires, or any other form of collective communication/meeting.

The proposed schedule has many benefits in that it will allow this office to have greater productivity in cashing and depositing payments, greater responsiveness to the time sensitive deadlines of state and federal programs, allow staff to have protected time for reconciliation of cash payments away from the public, create greater staff cohesion and customer support by allowing for more training and meeting opportunities. While it would seem counterintuitive that less hours would result in better service, two of the best examples of this are the collection of tax remittance by mail, and returning phone calls - without having protected hours to address these back-office items, the depositing and cashiering of mailed in payments is delayed; and reaching out to answer, often time sensitive, tax payer questions is delayed, respectively.

Please feel free to contact me directly with any questions or concerns.

Regards,

William Riley
Principal Department Analyst