Mendocino County

Legislation Text

File #: 24-0548, **Version:** 1

To: BOARD OF SUPERVISORS

From: Auditor-Controller Treasurer-Tax Collector

Meeting Date: May 21, 2024

Department Contact:	Sara Pierce	**Phone:**	707-463-4441
Department Contact:	Cheyanne Gordon	**Phone:**	707-234-6875

Item Type: Consent Agenda **Time Allocated for Item**: N/A

Agenda Title:
Adoption of Resolution Changing the Hours of Operation with the Office of the Treasurer Tax-Collector and Approval of New Treasurer Tax-Collector Office Hours

Recommended Action/Motion:
Adopt resolution changing the hours of operation with the office of the Treasurer Tax-Collector and approve new Treasurer Tax-Collector office hours; and authorize Chair to sign same.

Previous Board/Board Committee Actions:
N/A

Summary of Request:
The Treasurer Tax-Collector Office is requesting the alteration and formal approval of an hour of operation change for the office of the Treasurer Tax-Collector, from the current Monday-Friday hours: 8:00am-12:00pm & 1:00pm-5:00pm to 9:00am-12:00pm & 1:00pm-4:00pm.

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) as outlined below:
December 10th or the following business day if weekend: 8:00am-12:00pm & 1:00pm-5:00pm
April 10th or the following business day 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 perform group training, staff meetings, respond 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, taxpayer questions is delayed, respectively.

Alternative Action/Motion:
If not approved, return to staff with further direction.

Strategic Plan Priority Designation: An Effective County Government

Supervisorial District: All

Vote Requirement: Majority

Supplemental Information Available Online At: N/A

Fiscal Details:

source of funding: N/A
current f/y cost: N/A
budget clarification: N/A
annual recurring cost: N/A
budgeted in current f/y (if no, please describe): N/A
revenue agreement: N/A

AGREEMENT/RESOLUTION/ORDINANCE APPROVED BY COUNTY COUNSEL: Yes

CEO Liaison: Darcie Antle, CEO

CEO Review: Yes
CEO Comments:

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Executed By: Atlas Pearson, Senior Deputy Clerk
Date: May 21, 2024

Final Status: **Adopted**
Executed Item Type: Resolution
Number: 24-077