

# Treasurer's Office

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Performance Measurement  
Review

*October 27, 2020*



# Presentation Overview



Alignment with Board Priorities



Department Strategic Goals



Key Performance Metrics



Significant Accomplishments



A Look Ahead

# Performance Dashboard

goals are not meant to be exhaustive of the efforts that Kent County will engage in over the next five years. Instead, these are the priorities among dozens of others the County is and will be focused on in the months and years ahead. These items are included in the strategic plan because they are most directly tied to how the County will address public sentiment, remain competitive, and ensure it is a place where individuals and families can thrive, work, and play.

## Strategic Alignment



On Track

Priority



High Quality of Life



Excellence in Service Delivery



Inclusive Participation



On Track

Effective Communications



# Department Strategic Goals

## **Goal 1**

- To invest funds entrusted to the Office of the County Treasurer in accordance with investment policies.

## **Goal 2**

- To collect all lodging taxes due the County.

## **Goal 3**

- To collect delinquent real property taxes in accordance with methods prescribed by state statute.



# Key Performance Metrics

**Strategic Plan Priority: Economic Prosperity**

**Department Goal:** To collect delinquent real property taxes in accordance with methods prescribed by state statute.

**Objective:** To receive and account for 100% of delinquent real property taxes collected.

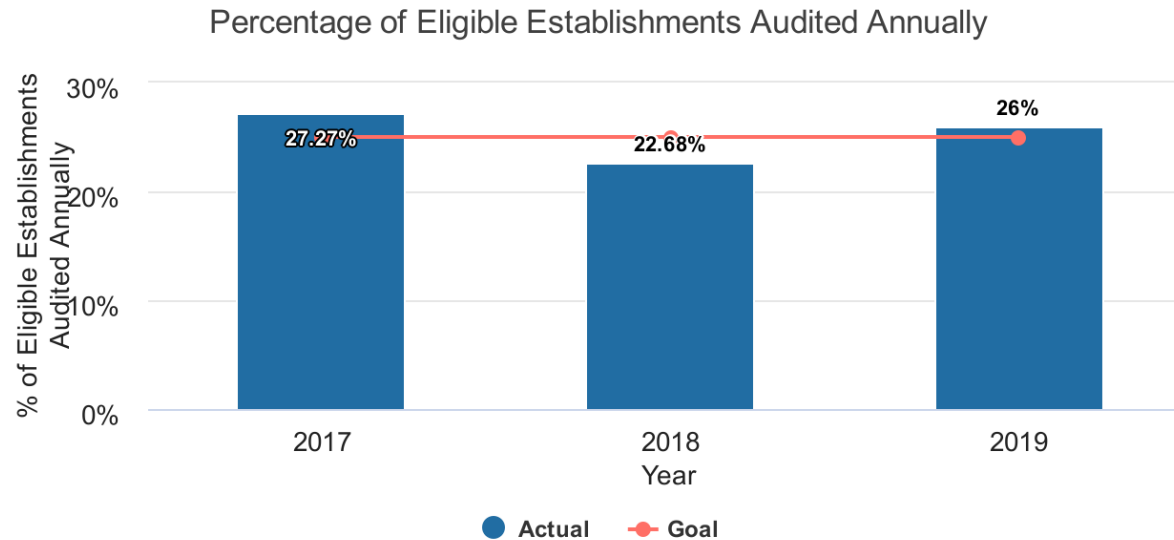


# Key Performance Metrics

**Strategic Plan Priority: Economic Prosperity**

**Department Goal:** To collect all lodging taxes due the County.

**Objective:** To audit at least 25% of all eligible establishments annually.



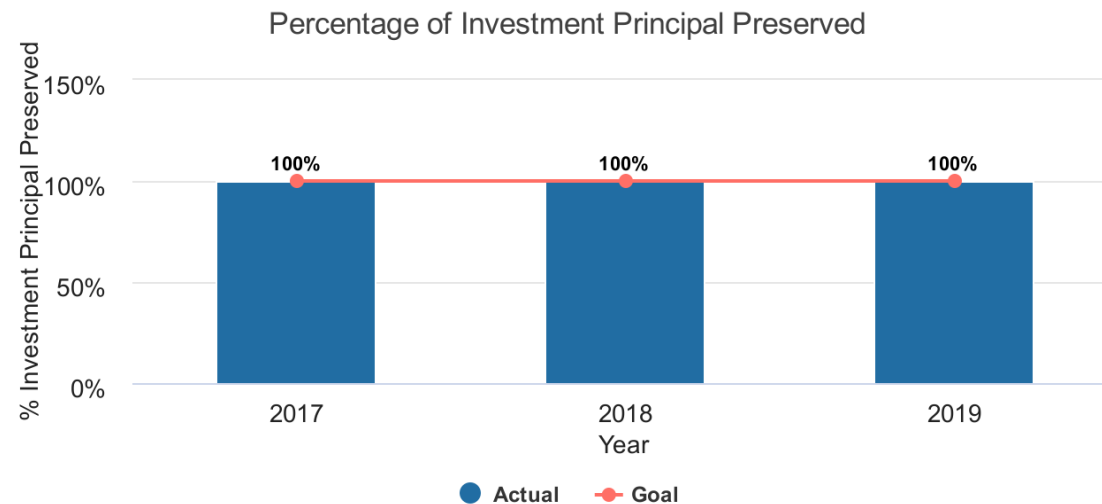


# Key Performance Metrics

## Strategic Plan Priority: Economic Prosperity

**Department Goal:** To invest funds entrusted to the Office of the County Treasurer in accordance with investment policies.

**Objective:** To preserve 100% of investment principal.



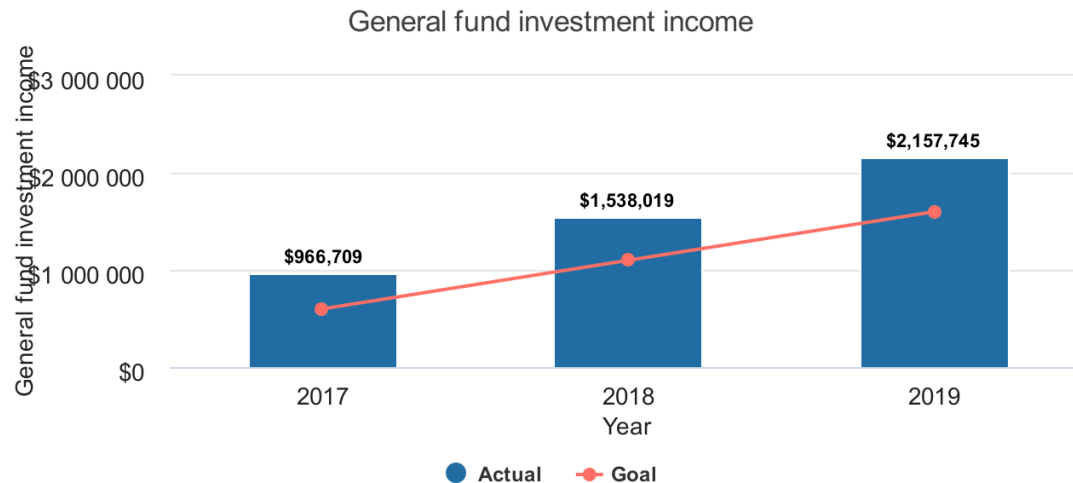


# Key Performance Metrics

## Strategic Plan Priority: Economic Prosperity

**Department Goal:** To invest funds entrusted to the Office of the County Treasurer in accordance with investment policies.

**Objective:** To realize investment income for the general fund annually.





## 2020 Significant Accomplishments

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By December 31, 2020 the Treasurer's office will be offering the option to pay delinquent property taxes online or in person using a credit card or ACH at no additional cost to the County.



Look ahead