

Countywide Technology Strategic Plan

TABLE OF CONTENTS

Background 2

Mission..... 2

BOT’s Multi-elected-office-spanning Program Areas..... 3

 Application Management and Modernization3

 Infrastructure Management and Modernization3

 Resident Technology Engagement4

 Cybersecurity.....4

IT Governance..... 4

 CIO Roundtable.....4

 Change approval board4

 Information Security Working Group4

 Purchasing.....5

Hosting and Disaster Recovery 5

History..... 6

 Milestones.....6

BACKGROUND

Cook County is the second largest county by population. It is home to more than half of the Chicagoland region's population and economic activity. Cook County government plays a pivotal role in serving and supporting the needs of those who live and work here. It is responsible for promoting the health, welfare, and safety of 5.15 million residents. It manages the nation's largest consolidated court system and single-site jail campus. These objectives are accomplished via 10 separately elected Cook County offices and other appointed and independent agencies. Among the elected offices are the 17 Cook County Board of Commissioners, Board President, Assessor, Clerk of the Circuit Court, Cook County Clerk, over 400 Circuit Court Judges, Sheriff, State's Attorney, three Board of Review Commissioners, and Treasurer. The appointed offices include Cook County Health and Hospitals System, Forest Preserves District, Cook County Housing Authority, Cook County Landbank and Cook County Public Defender.

Cook County has a "shared services" IT governance model. This allows for the elected offices to exercise autonomy over their individual IT decisions while leveraging the benefits of procuring services and hardware via enterprise-wide contracts. Cook County's hybrid approach allows for flexibility and cost efficiency.

The Bureau of Technology (BOT) operates a centralized IT help desk utilized by several elected offices as well as Offices Under the President. Pursuant to Cook County Ordinance No. 18-5634, BOT manages a Countywide Service Desk that provides Tier 1, or basic, help desk services Countywide. Pursuant to Cook County Ordinance No. 14-1481, BOT is also responsible for creating security standards and policies through the Information Security Working Group which includes representatives of each separately elected office. Additionally, BOT is responsible for Countywide network service and maintenance, and telecommunications. In addition to this role in Countywide operations, BOT provides all IT support for Offices Under the Cook County Board President, which are six bureaus and 34 departments.

BOT manages enterprise-wide contracts such as the Microsoft contract for the County email system for many elected offices, with the exception of the Cook County Health and Hospitals System, Sheriff's Office, Treasurer's Office and Cook County Housing Authority. BOT provides computing equipment such as laptops, desktops, and peripheral devices for the Offices Under the President, Board of Review, Land Bank, Public Administrator, and Public Defender. BOT provides or supports all servers for the Board of Review, Forest Preserves, Offices Under the President and Public Defender. BOT provides some server support for the Assessor, Chief Judge, County Clerk, State's Attorney, and Treasurer. BOT supports a time and attendance system with biometric timeclocks for all agencies except the Housing Authority, as well as an Enterprise Resource Planning (ERP) System that covers some or all aspects of ERP services for all agencies except the Housing Authority.

MISSION

BOT plans, develops, and maintains enterprise technology services according to its guiding principles: life cycle management, cloud-smart, shared-first, sustainability, transparency, continuity, Countywide standardization, and reuse before buy, and buy before build.

- **Life cycle management:** the administration of an IT system from provisioning, through operations, to retirement
- **Cloud-smart:** this term is adopted from the Federal Cloud Computing Strategy and means the strategic use of cloud data storage to reduce the need for onsite maintenance and equipment upgrades

- **Shared first:** this term is adopted from the federal government's IT strategy and means that BOT will look to share platforms and software across the enterprise rather than have each department or office utilize multiple vendors for the same type of product
- **Sustainability:** ability to continue supporting and maintaining of applications, platforms, etc.
- **Transparency:** using public-facing technology to provide insight into Cook County operations and initiatives
- **Continuity:** stability of IT services during emergencies that threaten outages and equipment or software failure
- **Standardization:** the process of developing and promoting standards-based and compatible technologies and processes for County government IT
- **Reuse before buy:** this is a common principle of IT architecture that means that existing solutions will be considered before considering new alternatives, which provides for faster and cheaper implementation of IT solutions
- **Buy before build:** this is a common principle of IT architecture that means that IT solutions are bought and not built in-house, which provides for lower maintenance costs, better performance, and less need for staff with technical expertise

BOT'S MULTI-ELECTED-OFFICE-SPANNING PROGRAM AREAS

APPLICATION MANAGEMENT AND MODERNIZATION

- **Applications and Development** — Provides consulting, development, enhancement, maintenance, and support of applications. Resolves application incidents and delivers new solutions.
- **Enterprise Resource Planning** — Handles enterprise systems in areas including Financials, Budget, Supply Chain, Purchasing, Inventory, Human Resources, Benefits, Payroll and Performance Management.
- **Geographic Information Systems** — Provides maintenance of and access to the County's enterprise geographic information system. Engages in geospatial data management, analysis and modeling, training, and application development.
- **Program Management Office** — Provides technology program and project management services. Engages in business analysis, requirements development, risk management scope and proposal development and proposal development.

INFRASTRUCTURE MANAGEMENT AND MODERNIZATION

- **On-site Desktop Support** — Provides on-site troubleshooting of, and support for, technological equipment for various departments under the County Board President and other elected officials.
- **Mainframe Print Operations** — Oversees the County's large-scale print jobs created from the mainframe, including Assessor documents, accounts payable checks, Board of Review documents, jury summons, and revenue letters.
- **Server Engineer Team and Data Center Operations** — Oversees operations of and policy for IT systems architecture; provides advanced troubleshooting of, and support for, application servers; manages data center infrastructure.
- **Systems Management and Service Desk** — Provides advanced troubleshooting of, and support for, technological equipment; packages software for deployment and implements deployment; engages in consultation and project work.

- **Telecommunications and Network Support** — Oversees administration and management of the County's voice and data telecommunication services.
- **Enterprise Architecture** - Works closely with stakeholders, including management and subject matter experts (SME), with the understanding of our strategy, information, processes, and IT assets and uses this knowledge to ensure IT and business alignment including modernization.
- **IT Asset Management** – Works on effectively managing all IT assets from procurement through end of lifecycle disposal to ensure optimal return on investment and optimize spending and support lifecycle management and strategic decision-making within our IT environment.

RESIDENT TECHNOLOGY ENGAGEMENT

- **Data Analytics** — Maintains the shared Cook County Data Portal.

CYBERSECURITY

- **Information Security Office** — Protects the confidentiality, integrity, and availability of all Cook County information by leveraging cybersecurity capabilities across the enterprise and informing system stakeholders on cyber risk.

IT GOVERNANCE

Bringing sustainable and transformative technologies to bear on Cook County operations is always a key priority. Through investments in new applications and infrastructure, Cook County continues its transition away from paper-centric business processes and further into the digital realm.

BOT manages Cook County's enterprise IT strategy and transforms the policies listed above into actions in several ways.

CIO ROUNDTABLE

BOT's Chief Information Officer chairs a monthly CIO Roundtable meeting in which IT leaders from each of Cook County's separately elected offices and other entities, such as Cook County Health, with varying degrees of IT autonomy, come together to discuss pertinent issues and find opportunities for interoperability or shared services.

CHANGE APPROVAL BOARD

BOT's Chief Technology Officer holds a weekly IT Change Management meeting with the IT Change Approval Board in which IT representatives from each of Cook County's separately elected offices and other entities, such as Cook County Health, come together to discuss changes to the IT systems which could potentially impact enterprise-wide shared services and ensure responsible agencies have approved and all stakeholders are informed.

INFORMATION SECURITY WORKING GROUP

In addition, the Bureau of Technology's Chief Information Security Officer chairs the Internet Security Working Group (ISWG) which meets monthly to discuss cybersecurity threats, policies, and standards.

Cybersecurity plays an important role in any mature IT organization. Cook County needs to be prepared for the entire spectrum of potential threats because data is now accessible around the clock from anywhere in the world. Beyond the technical considerations of cybersecurity, Cook County must further integrate cybersecurity strategies into the governance, engineering, and management of its operations. Governance is key to increasing collaboration and shared services across the County.

On June 18, 2014, the Cook County Board of Commissioners passed the Cook County Information Security Ordinance, Ord. 14-1481. The Ordinance requires that all separately elected County and State officials, departments, office institutions or agencies funded by the Board of Commissioners take the appropriate precautions to protect the integrity and confidentiality of information.

The ordinance mandated the creation of an Information Security Working Group (ISWG) with representation from each elected office. The ISWG assists the Cook County Chief Information Security Officer (CISO) in creating, and updating as necessary, comprehensive, and written Information Security Framework.

BOT's goal is to continue to mature the information security program at Cook County and fulfil the mandates set forth in the Cook County Information Security Ordinance so that all Cook County information systems continue to provide the level of service Cook County residents require and deserve.

PURCHASING

Cook County's Procurement Code also allows the Office of the Chief Procurement Officer (OCPO) to require BOT to concur on all IT procurements. Types of IT procurements requiring BOT concurrence include new vendor contracts procured via sole source, RFP, RFQ, or by reference to another government entity's competitively bid contract (also known as a "piggyback contract"); increases, extensions and amendments to existing vendor contracts; task orders obtained through target market or non-target market master consulting agreements; and statements of work (SOW) for professional services obtained through BOT's Countywide software/hardware reseller agreements. Also, in unusual circumstances, OCPO may, at its discretion, request a BOT opinion.

BOT's considerations for concurrences include impact on BOT operations and resources (e.g. help desk support), content of RFP/Task Order (e.g. IT language and execution), content of proposed IT contracts (e.g. SOW, License Agreements), and other considerations such as sole-source justification and security issues.

Funding for new system developments and enhancements remains limited, and choices will be made based on competing business priorities. Whenever possible, BOT will avoid customizing systems, which may mean adapting business processes to the out-of-the-box features of selected software. BOT avoids technology for technology's sake by examining whether technology will offer an operational improvement significant enough to justify the expense.

HOSTING AND DISASTER RECOVERY

Collaborative countywide infrastructure modernization efforts are long-term, expensive investments, but they are mission critical. BOT has adopted a Cloud-smart strategy, meaning that we consider remotely hosted Cloud solutions first when developing a new procurement plan for a particular system. As part of modernization, we are also migrating our countywide legacy phone system to VOIP. For systems from all the offices, agencies and departments across Cook County that will remain on premise for the foreseeable future, BOT is focused on modernizing and consolidating the hosting environment to improve performance and efficiency. To enable this

goal, BOT has published an RFP for the IT infrastructure consolidation to consolidate and migrate to either Co-location data centers or Cloud.

HISTORY

BOT began as a mainframe shop with a limited desktop service operation. Prior to the current administration, inter-elected-office collaboration was often discussed, but never attempted in an organized or serious fashion. IT consolidation and multi-jurisdictional collaboration were considered even more unrealistic and unattainable.

Because in that era BOT had not adjusted to the rapid changes in the IT world, and lacked a well-rounded and skills-rich staff, it did not have credibility among other County separately elected officials. Unfortunately, each separately elected office began to seek IT solutions on its own, even building independent operations to provide the services that BOT should have provided. A siloed environment took hold, which required immediate attention.

An excessively siloed environment is undesirable for several reasons:

- Each elected office having a separate contract with vendors squanders savings that could be achieved through economies of scale.
- If agencies choose different technologies to solve similar problems, then each technology will require different knowledge and perhaps personnel to support.
- As the number of technologies and support models increase, the complexity of creating safety and security standards increases exponentially.

The gradual restructuring of BOT has yielded positive results. BOT is now collaborating with all County Offices on an array of projects, and recently consolidated some service desk activities. These changes have produced an increasingly efficient operation that is better prepared for the future.

MILESTONES

1997 — Bureau of Information Technology and Automation (“BITA”) is formed in order to provide “users with integrated and automated systems and services that could assist them in performing their daily tasks more efficiently.” BITA initially consolidated Geographic Information Systems (“GIS”), Management Information Systems (“MIS”), and Office Automation (“OA”) functions. Shortly thereafter, Central Services (“CS”) was consolidated into BITA “due to the synergies involved regarding telecommunications and the incoming Wide Area Network (WAN).”

1998 — The newly consolidated Enterprise GIS Dept. issues an RFP to develop a comprehensive repository of mapping files and data.

2002 — Cook County Board of Commissioners passes an ordinance creating a GIS Fund. The Fund is supported exclusively by document recording fees.

2002 — Cook County Board of Commissioners formally establishes the Cook County Integrated Criminal Justice Information Systems (CCICJIS) committee, charging the committee with the creation of an integrated criminal justice strategic plan.

2008 — BITA is rebranded as Bureau of Technology.

2008 — Bureau of Technology is certified by Illinois Commerce Commission to provide telecommunications interexchange carrier services (“IXC”) and local exchange carrier services (“LEC”), allowing us to put fiber-optic cable in the ground to build the County’s 10-gig broadband backbone.

2011 — Cook County Board of Commissioners passes Open Government ordinance, requiring County agencies to make open data available to the public. BOT launches County Open Data Catalog to house County data in an open and freely accessible format to the public.

2013 — Cook County Board of Commissioners passes a resolution requiring the BOT Chief Information Officer to pursue the development of an automated, integrated criminal justice information system.

2014 — Cook County Board of Commissioners passes an ordinance requiring BOT to concur on all technology-related procurements.

2014 — Cook County Board of Commissioners passes the Information Security Ordinance. The Ordinance requires that all separately elected County and State officials, departments, office institutions or agencies funded by the Board of Commissioners take the appropriate precautions to protect the integrity and confidentiality of information. The ordinance included the creation of an Information Security Working Group with representation from each elected office.

2016 — Cook County Board of Commissioners passes an ordinance requiring BOT to analyze and report on annual software and hardware asset inventory submissions from all County agencies.

2018 — Cook County Board of Commissioners passes the Information Technology Consolidation Ordinance, tasking the Chief Information Officer with studying the viability of consolidating data center and other IT functions, creating a consolidated help desk, and encouraging the development of shared IT policies and standards.

The Cook County IT ecosystem of today is made up of several different teams whose work is very closely related and integrated. BOT is now more effectively providing reliable public-facing and back-office services. Today BOT better understands how and when to utilize on-premises, externally hosted and cloud-based application and the associated infrastructure. There is a better understanding of potential cybersecurity threats, and the necessary preventive and remedial actions to take.

Cook County has strengthened its exceptionally reliable wide area network. Its GIS team now regularly applies its mapping expertise to help expose and address pressing challenges (e.g. the mapping of opioid overdoses and gun-related deaths). And Cook County’s Project Management Office helps track and guide an array of initiatives that historically lacked proper management.

Cook County Assessor

Technology Strategic Plan – 2022Q1

Contents

Background	1
Mission	2
Leveraging Enterprise Agreements.....	2
Microsoft/O365	2
DocuSign	2
Modernization of Property Tax System	2
iasWorld	2
Field Mobile	2
Public Access	2
Smartfile.....	2
Data Transparency	3
GitLab	3
OpenData	3
PINVAL.....	3
Infrastructure	3
Nutanix.....	3
Cook County co-location	3
Information Security	3
Cook County Security Framework.....	3
Governance.....	3
Creation of IT governance committee	3

Background

The Cook County Assessor is an elected government official who is responsible for establishing fair and accurate property assessments. Valuation of the county's 1.8 million parcels of property is conducted for *ad valorem* tax purposes. *Ad valorem* means according to value and refers to the amount of taxes that will be required to be paid based on the value of the property.

To administer this task, the Assessor reassesses one-third of the properties located in the county each year. The Assessor alternates assessments among the northern suburbs, the southern suburbs and the City of Chicago.

Mission

The mission of the Cook County Assessor's Office is to deliver accurate and transparent assessments of all residential and commercial properties. We serve every community in the county through ethical stewardship within the property tax system. The Assessor's Office mission is fulfilled through data integrity, teamwork culture, and distinguished service while adhering to our values of fairness, transparency and ethics.

Leveraging Enterprise Agreements

Microsoft/O365

The Cook County Assessor's Office (CCAO) recently completed a project to migrate into the County's O365 tenant. This migration allowed CCAO to leverage the Teams client to work collaboratively, both internally and with other agencies, within the county. Entering the tenant also allows for CCAO to have easier access to other MS technology/resources including Azure, GitHub, BI, etc.

DocuSign

The CCAO used the county's agreement with DocuSign to allow taxpayers to file their exemptions and certificates of error online. The CCAO plans to expand the use of DocuSign by using enhanced features of the product to eliminate as many paper processes as possible.

Modernization of Property Tax System

iasWorld

The CCAO deployed Phase I of the Integrated Property Tax allowing CCAO to do all its valuation and appeal work within Tyler Technology's iasWorld. Phase II will be rolled out in 2022 and 2023 adding exemptions, certificates of error, and incentives functionality.

Field Mobile

CCAO will deploy forty "field mobile tablets" that will be installed with applications allowing CCAO field analysts to record valuation information online through a secure network connection. Eliminating the paper process and adding the ability to work from anywhere, providing tremendous efficiency to the office.

Public Access

In 2022, the CCAO will launch Tyler's taxpayer portal named "public access". Public access will allow taxpayers to take a deep dive into the details of the property.

Smartfile

Taxpayers currently can file their appeals online via the Smartfile application. Smartfile will expand in 2022 to include exemptions and certificates of error.

Data Transparency

GitLab

CCAO publishes modeling code online for peer/public review to ensure transparency and accuracy of our assessment data.

OpenData

CCAO publishes property valuations and characteristics to the Cook County Open Data Portal.

PINVAL

PINVAL is a public application currently in development that will allow taxpayers to understand how the CCAO arrived at a residential assessed value for each PIN without the need for a FOIA request.

Infrastructure

Nutanix

CCAO has continued to expand its footprint in the County's Nutanix environment leveraging the shared services of BOT. All data servers have now been migrated to Nutanix with expanded services providing data backup and recovery in 2022.

Cook County co-location

CCAO looks forward to the completion of the county's RFP for co-location services to enhance its cloud workloads.

Information Security

Cook County Security Framework

CCAO has been an active participant in the development of the county's Information Security Framework and aims to be a leader in security of county devices and data.

Governance

Formalizing the CCAO IT governance committee

CCAO moved to create an IT governance committee to set specific goals and priorities allowing the office to better communicate the direction of the CCAO IT strategic plan internally to staff and externally to other county agencies and the public.



COUNTY BOARD OF REVIEW

TO: Commissioner Kevin B. Morrison
Chairman
Technology & Innovation Committee

FROM: Cook County Board of Review

DATE: January 10, 2021

RE: Cook County Board of Review Technology Strategic Plan-Ordinance 21-5431

Mission

The Cook County Board of Review (hereinafter “Board”) is vested with quasi-judicial powers to adjudicate taxpayer complaints or recommend exempt status of real property, which includes residential, commercial, industrial, condominium property, and vacant land. The noted adjudication must be fair, equitable, transparent, and timely. Without the utilization of technology, the Board would not be able to timely process the constantly increasing compliant volume which has averaged nearly 240,000 complaints per year since the 2017 tax year while maintaining a steady headcount and reducing overtime. The timely mailing of tax bills which is July of each year is very significant due to the delayed distribution of real estate taxes to Cook County municipalities results in “budget gaps” for schools, libraries, and other essential district services. The noted “budget gaps” forces tax districts to leverage reserves or secure “tax anticipation” loans.

History

The 2015 assessment appeal year (2015-16) marked the culmination of four (4) years of preparation for a re-engineering of the Board’s operations from a 100% paper-based process to a 100% digital workflow. Against the background of significant increases in appeals volume, the 2015 session marked a monumental advance in efficiency at the Board, leading the way in County government with the launch its “electronic content management” (“ECM”) application, “Digital Appeals Processing System” (hereinafter “DAPS”) which leverages OnBase software. It should be noted that the Board went live with DAPS during the reassessment of the City of Chicago which, at that time, yielded a historical number of complaints filed at the Board.

DAPS provided the Board an unprecedented ability to track and process complaints; greater transparency; access and ease of use for taxpayers; improved overall management; and saved over two million pieces of paper.

In addition, DAPS allowed taxpayers to electronically submit evidence via its Portal instead of in person or via the mail. The complaints and related valuation evidence are accessible by the taxpayer via the DAPS Portal.

This historic change in the appeals processing system was a blueprint that captured how to make significant changes in a cost-effective manner in a relatively short period of time. With the streamlined system in place, the Board adjudicated a then record number of complaints without increasing staff and timely finalizing its session which allowed a July mailing of the 2nd Installment tax bill. The July mailing of the 2nd Installment tax bill assures an uninterrupted revenue stream for local education, police and fire protection and multiple other local services and projects.

In 2017, as recognition of the efficiencies gained in the transformation for a paper to digital platform, the National Association of Counties (NACo) acknowledged the Board with its “Achievement Award.”

In 2017, the Board upgraded its OnBase application to the “2016” version which provided the Board an improved and faster operating platform and a more efficient digital “Property Record Card” (“PRC”).

In March 2020, due to the imposition of COVID-19 governmental mandates, the Board was forced to perform a complete “lift and replace” of its’ analytical and administrative work processes from “onsite” to a 100% remote and digital work environment. As a result of the Board’s technology investment in DAPS in 2015, the transition was seamless, and the tax bills were timely mailed July 2020.

In July 2020, as the direct result of the continued health and safety concerns related to the COVID-19 pandemic, the Board was forced to discontinue all in person hearings, leveraging technology to transition to remote proceedings that included the following:

- For residential proceedings, the Board undertook a triage system for “pro se” appellants, having members of the Chief Clerk’s staff conduct pre-screening phone calls with taxpayers to determine whether they additional documentation was needed, had additional questions regarding the process and whether a hearing was necessary. For those who elected to proceed with hearings, the Board hearing officers conducted telephonic proceedings while accessing DAPS to view the taxpayer’s property as well as related valuation evidence uploaded to the application.
- For commercial proceedings, Board hearing officers conducted al hearings via the Microsoft Teams application. In addition, the Board hearing officers utilized DAPS to prepare in advance of each hearing as well as access related valuation evidence uploaded to the application.

In 2020, the Board implemented the “Data Compilation Subscription Service” the included the following:

- The compilation of Board assessment data in a custom webpage that references specific “keywords” such as “BOR Notes” and “BOR Result Letter.” In addition to the webpage, the “batch” also includes a spreadsheet containing all relevant result data.
- Point of access to the assessment result data within Subscribers’ DAPS accounts which is accessible via the Portal or via a “Secured File Transfer Protocol Site” (“SFTP”).

As an enhanced feature of the “Data Compilation Subscription Service,” the Board offered a “Bulk Filing Utility” which enables users the ability to both file complaints and upload the related valuation evidence in bulk. In addition, it includes “report features” such as upload confirmations, township status, and “duplicate filing” alerts.

Cook County Board of Review Projects

- Upgrade of OnBase from 2016 to Foundations EP3 Go-Live December 17th, 2021
- Upgrade of Comp Tool with new photo source "google" images Go-Live December 14th, 2021
- CCBOR OnBase servers upgraded to MS Server 2019, finalized December 17th, 2021
- Bulk filing enhancement. Added filter by complaint number or pin. November 2021
- BOT IT Service Portal (BOR Specific). Internal Trouble ticket reporting tools. Go-Live December 22nd, 2021
- Remote hearing process. Implemented July 2020
- Remote Public Hearings Implemented July 2020
- Jabber softphone to manage call volume. Also assists Pro Se hearings. December 2021
- IPT "legacy interface" ongoing (pre-certification audits of 2021 CCAO towns) (Property characteristic data which feeds CCBOR comp tool-ongoing),
- Adobe e-sign for Illinois Property Tax Appeal Board (hereinafter "PTAB") agreements.
- SQL Database Upgrade Spring 2022
- Public Access Information Electronic Display GO Live 12/13/2021
- Consultant detection OnBase Workflow Process implemented for 2020 Session refined for 2021
- Conversion of Exemption process from paper-based submission to electronic Go Live February 1, 2022
- Acceptance of electronic payments for the Board "subscription service."
- Conversion of paper-based processes for State of Illinois Property Tax Appeal Board (hereinafter "PTAB"). This process consisted of items being received and sent via the US Mail or State of Illinois "Pony Express". This process has allowed us to repurpose staff that would be utilized for open mail and scanning and/ or printing and mailing items to and from PTAB which includes the following:
 - Receive information for appeals electronically and generate Appeals electronically
 - Receive weekly electronic file transfers that include documents and notices for all PTAB filings at the Board of Review
 - Generate Notes on Appeal Electronically and send electronically to the State of Illinois
 - Electronically generate Stipulations and transfer electronically to the State of Illinois
 - Generate other evidence for PTAB fillings electronically and transfer to the State of Illinois

Circuit Court of Cook County
Office of the Chief Judge
Technology Strategic Plan

CONTENTS

SECTION 1: ORGANIZATION	2
SECTION 2: INFORMATION TECHNOLOGY	3
SECTION 3: STAFFING	3
SECTION 4: INFRASTRUCTURE	4
SECTION 5: APPLICATION MANAGEMENT AND MODERNIZATION	5
SECTION 6: SECURITY	5
SECTION 7: INFRASTRUCTURE MANAGEMENT AND MODERNIZATION	6
SECTION 8: COURT TECHNOLOGY MODERNIZATION PROGRAM – BEST PRACTICES	6
SECTION 9: IT CONTRACTS	8
SECTION 10: FY2022 AND BEYOND	8

SECTION 1: ORGANIZATION

The Circuit Court of Cook County, which is part of the judicial branch of Illinois state government, is the largest of the 24 judicial circuits in Illinois and one of the largest unified court systems in the world. The court's chief judge has general administrative authority over the court, subject to the administrative authority of the Illinois Supreme Court. The court has about 400 judges who serve the 5.2 million residents of Cook County within the City of Chicago and its 126 surrounding suburbs. More than 1 million cases are filed each year.

The Circuit Court of Cook County was created by a 1964 amendment to the Illinois Constitution, which reorganized the courts in Illinois. The amendment effectively merged the often confusing and overlapping jurisdictions of Cook County's previous 161 courts into one uniform and cohesive trial court of general jurisdiction.

Today, the Circuit Court of Cook County is a unified court system in which all trial courts are consolidated under the chief judge, who coordinates and supervises the administrative functions of the court. The current chief judge is the Honorable Timothy C. Evans, who has served as chief judge since 2001.

Chief Judge Evans is responsible for the assignment of approximately 400 judges throughout the court's eleven divisions and six geographic districts and the appointment of a presiding judge to administer each division and district. The chief judge also oversees the court's Surety Section and its Juvenile Justice and Child Protection Resource Section, appointing a judge to head each of those sections as well.

The Office of the Chief Judge (OCJ) is the administrative arm of the court. It prepares and administers the court's annual budget and supervises approximately 2,600 non-judicial employees, who work in 15 offices providing probation and other court-support services, including court reporting and foreign language interpreting.

For administrative and management purposes, the court has divided Cook County into six geographic districts. This allows the court to better serve the county's large population.

The Circuit Court's six districts and the areas which they serve are:

<u>First Municipal District - Chicago</u>	City of Chicago
<u>Second Municipal District - Skokie</u>	Northern suburbs of Cook County
<u>Third Municipal District - Rolling Meadows</u>	Northwestern suburbs of Cook County
<u>Fourth Municipal District - Maywood</u>	Western suburbs of Cook County

<u>Fifth Municipal District - Bridgeview</u>	Southwestern suburbs of Cook County
<u>Sixth Municipal District - Markham</u>	Southern suburbs of Cook County

SECTION 2: INFORMATION TECHNOLOGY

Using the administrative authority of the chief judge to support the court's mission to deliver justice fairly and impartially, the **Information Services Department** was established to provide a broad range of information technology support and services to the judiciary, the OCJ, and the non-judicial operations under the authority of the chief judge, including: jury administration, human resources, legal research, information services, children's rooms, official court reporters, office of interpreter services, office of accessibility and education outreach, expedited child support, family mediation services, parenting education program, forensic clinical services, juvenile court clinic, mandatory arbitration, public guardian, three probation departments, and the Juvenile Temporary Detention Center.

The information services department is organized according to the following key functional areas of support:

- **help desk** – intake of requests for assistance / ticket creation / assignment and tier 1 support
- **desktop** - desktop and peripheral device management
- **server** - file server /application server / database server and data storage management
- **application** - application design, development, support/maintenance and training
- **security** - system monitoring and security / disaster recovery
- **research** - research and evaluation of court and probation operations

The Information Services Department consists of 28 employees, who implement new technologies and services, respond to specific technology needs, and provide support for court IT initiatives in all court operations throughout Cook County.

SECTION 3: STAFFING

The Information Services Department is comprised of the following staff positions that support the key function areas of the department.

- Director
 - Network Engineer
 - SQL Server Database Administrator (Open Position x1)
 - Staff Attorney
- Help Desk Manager
 - Help Desk Administrator
- Operations Manager

- Desktop Technician
- Inventory Specialist (Open Position x1)
- Application Development Manager
 - Business Analyst
 - Application Developer
- Safety and Justice Challenge (SJC) MacArthur Foundation Grant
 - Director
 - Administrative Assistant (SJC)
- Research and Evaluation Unit
 - Director – Research and Evaluation for Courts
 - Research Analyst (Open Position x1)
 - Research Analyst (SJC)
 - Research Assistant (Open Position x1)
 - Director – Research and Evaluation Probation
 - Senior Research Analyst
 - Research Analyst
 - Research Assistant (Open Position x1)

Staffing emphasis has recently been placed on expansion of the Research and Evaluation Unit, to support court administration and to comply with current and future reporting requirements of the Illinois Supreme Court. The Research and Evaluation Unit is strategically organized within the Information Services Department to streamline data extraction from various internal and external systems and to present data in usable formats for analysis. In addition, the court will hire a SQL Server Databases Administrator in FY2022 to manage the court's SQL Server environment.

SECTION 4: INFRASTRUCTURE

The Information Services Department supports over 9,000 physical computing and peripheral devices across the court's enterprise. This includes desktops, monitors, laptops, servers, storage arrays, printers, scanners, and multi-function peripherals. The OCJ routinely maintains and upgrades its computing environment to ensure reliability and consistency of computer technologies for judges and staff operating departments under the auspices of the Chief Judge. Replacing computers, laptops, printers and servers that are beyond their useful lifecycle ensures continuity of court operations as well as operational efficiencies, while providing court services to the public. The court requested nearly \$2.7 million over 3 years (FY2022 through FY2024) to upgrade its computer hardware that is beyond its useful lifecycle, however, less than 10% (\$200,000) was recommended

and appropriated for the court for FY2022. The court remains hopeful that consideration will be given in future years to invest in the necessary upgrades to the court's aging computing infrastructure.

The court utilizes the county's wide-area-network (WAN) and local-area-networks (LAN) to enable its computer users to access court, county and external network applications and resources.

SECTION 5: APPLICATION MANAGEMENT AND MODERNIZATION

The Information Services Department provides in-house business analysis, application and database design and development, application deployment, application training for administrators and end users, and ongoing system support and maintenance. For more than 20 years, the court has utilized LANSA for iSeries and LANSA for Windows to develop, deploy and support its applications. A majority of the court's applications currently reside on the iSeries (AS/400) and the Mainframe servers hosted by Ensono (formerly Acxiom).

In 2016, the court was advised by the Cook County Bureau of Technology (BOT) that it was considering moving away from the Mainframe and the iSeries and that the court should begin to re-develop away from these technologies to a more modern technology environment to host its databases and applications.

The court's major systems on the Mainframe are PROMIS, which is the case management system for Adult Probation (APD), Pretrial Services (PTS), and Social Service (SSD), and the Jury Administration System. The PROMIS System will be replaced by a modern probation case management system called cFive Supervisor, which is expected to be in operation at the end of January 2022. In-house staff is redeveloping the Jury Administration System, using the LANSA platform, and is expected to launch the new version in June 2023. By June 2023, the court expects to be off the Mainframe entirely.

The court's major systems on the iSeries (AS/400) include the Juvenile Enterprise Management System (JEMS) and various, critical line of business applications used for the administration of the court. Although JEMS was replaced by the cFive Supervisor System in November 2020, its use will be entirely discontinued only when the State's Attorney's Office implements its new case management system. This is due to various integrations that JEMS continues to support on behalf of the State's Attorney's Office. Finally, the court has made significant progress on the redevelopment of other in-house applications and expects have those applications off the AS/400 by January 2023. Getting entirely off the AS/400 depends greatly on the State's Attorney's Office implementing its new system.

SECTION 6: SECURITY

The Information Services Department is represented on the Bureau of Technology's Information Security Work Group, which meets monthly to discuss cybersecurity threats, policies, and standards.

Additionally, the court utilizes the county's McAfee Enterprise Anti-Virus to protect endpoint computers and servers.

SECTION 7: INFRASTRUCTURE MANAGEMENT AND MODERNIZATION

The court has vastly expanded its technical capabilities through virtualization of its server environment, significantly reducing its physical server footprint. This will lead to long-term cost savings by retiring and not replacing physical servers after they are virtualized. Additionally, the court has implemented a robust SQL Server environment that includes load balancing, failover clustering, data replication, near-line data back-up, and digital tape back-ups to ensure protections and high availability for the court's critical line of business applications. This infrastructure was required for the court to develop away from the Mainframe and AS/400 environments.

The court utilizes space in the county's data centers, and relies on the county's network infrastructure to support its file, application, database and storage servers.

SECTION 8: COURT TECHNOLOGY MODERNIZATION PROGRAM – BEST PRACTICES

In mid-2021, Chief Justice Burke, through the Administrative Office of the Illinois Courts (AOIC), announced a \$10 million Court Technology Modernization Program grant opportunity that is available to all 24 judicial circuits in Illinois. Grant applications are due by February 4, 2022, with awards to be announced between March and May 2022.

As part of the modernization program, the AOIC contracted with Guidehouse to conduct a technology assessment of each of the judicial circuits. Cook County's assessment was conducted in early November, with Guidehouse conducting site visits to the Daley Center, Domestic Violence Courthouse, Leighton Criminal Court Building, and the Rolling Meadows Courthouse. Representatives of the judiciary, OCJ, circuit clerk, state's attorney, and public defender were present at each site visit. Upon statewide completion of the assessments in November 2021, the AOIC issued its "Court Technology Modernization Program – Best Practices" guide, which provides standards for circuit courts throughout the State of Illinois. Additionally, Guidehouse prepared the following list of recommendations specific to the Circuit Court of Cook County. The court will create a priority list from the items below to submit in its funding application.

Recommendation	Justification
Procure evidence display systems for courtrooms	To enable evidence presentation and facilitate hybrid hearings in courtrooms.
Procure evidence display systems for jury deliberation rooms	To enable evidence presentation in jury deliberation rooms.

Procure and install a dedicated wireless internet network for the courthouse	To support electronic court operations, remote proceedings, and public self-help capabilities.
Procure and install audio equipment, including microphones and speakers, in all courtrooms	To enable amplification for in-person and hybrid hearings and integrate with court recording systems.
Procure white noise machines for courtrooms	To enable judges to have side bars with litigants without having to move from the bench, attorney table and court reporter table.
Procure and install additional monitor with collapsible monitor mounts for all judges' benches.	To enable judges to view zoom and access electronic case files simultaneously. Collapsible monitor mounts will enable judges' line of sight with courtroom participants and proceedings.
Install wireless access points	To allow for connection throughout the courthouse.
Explore the possibility of electronic signatures	To enable judges and clerks to sign documents electronically through Odyssey.
Explore possibility of improving the internet network at the county jail	To facilitate reliable remote/hybrid hearings conducted between the courthouse and jail.
Procure rolling lobby docket	To ensure the schedule is easily available to courthouse visitors

It should be noted that, on behalf of local criminal justice stakeholders, the OCJ submitted a FY2022 Capital Improvement Project (CIP) request in the amount of \$20 million over 5 years, to design, develop, and implement state-of-the-art evidence presentation technology in all criminal, civil, and traffic courtrooms throughout Cook County. The OCJ is leading this collaborative effort of the state's attorney, public defender, sheriff, circuit clerk, and offices under the president of the Cook County Board of Commissioners. For FY2022, \$300,000 was appropriated for CIP Project 26978, "Courtroom Technology AV/IT Upgrades," and the court will be working with Capital Planning and the stakeholder workgroup in the coming months to prepare and release the RFP to hire the consultant on this project. This project will incorporate some of the recommendations made by the AOIC and Guidehouse.

SECTION 9: IT CONTRACTS

To achieve the most competitive rates for commodities and services, the court works closely with the Bureau of Technology in the development of RFPs for shared technology and participates in all of the countywide technology contracts for hardware, software and support services. The court attempts to first use a countywide technology contract before consideration is given to issuing its own bid, RFQ, or RFP.

SECTION 10: FY2022 AND BEYOND

In addition to the routine, annual technology refresh project, the court intends to turn its focus to the design and development of state-of-the art courtrooms. The COVID-19 pandemic has brought to light the various technology limitations of courtrooms throughout the county, such as:

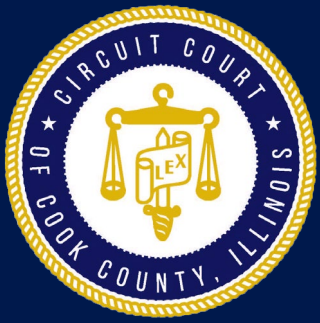
- Lack of availability of robust AV equipment necessary for judges to conduct simultaneous remote/in-person proceedings;
- Lack of comprehensive Wi-Fi infrastructure for internet access at most court facilities for use by the public and employees;
- Additional collapsible monitors needed by judges at the bench to conduct remote proceedings while maintaining access to the clerk's case management system
- Lack of courtroom audio integration with videoconference technology (e.g., Zoom);
- Inability to hear within courtrooms (with and without amplification) due to the installation of plexiglass;
 - Judges, clerks, jurors, litigants and court reporters all face hearing difficulties in the courtroom.
- Lack of technology (such as white noise) to facilitate sidebars without requiring judges, attorneys and court reporter to huddle at the side or front of the bench;
- Lack of sufficient mobile devices, printers and scanners for judges and staff to conduct court proceedings remotely;
- Lack of ability of judges to electronically sign court orders;
- Lack of sufficient kiosks (e.g., "Zoom Rooms") at all court locations for underserved and pro se litigants to use to access remote proceedings while at the courthouse;
- Lack of sufficient equipment to live-stream bench or jury trials to other courthouse space when there is a large media and/or public interest in observing the proceedings;
- Lack of available, active data jacks/wireless access points in courtrooms to access the internet for conducting proceedings by videoconference (e.g., Zoom).

As previously stated, the OCJ is leading a collaborative effort with the state's attorney, public defender, sheriff, circuit clerk, and offices under the president of the Cook County Board of Commissioners to provide state-of-the-art evidence presentation technology in all criminal, civil, and traffic courtrooms throughout Cook County.

The strategic goal of the court and the other stakeholders is to establish a state-of-the-art evidence presentation system in all courtrooms throughout the court that are standardized to enable the presentation of both physical and digital evidence in criminal, civil, and traffic matters in a uniform and standardized way in any courtroom, thus eliminating the need for stakeholders to purchase separate and oftentimes duplicate presentation equipment. The system will be standardized, reduce training for judges and litigants, improve case processing, eliminate duplicate purchasing and need to move equipment - reducing wear and tear - integrate with sound systems, connect to video conference platforms, enable annotation and preservation of evidence and enable hybrid remote and in-person proceedings.

The court and Capital Planning are in the process of seeking guidance from the National Center of State Courts as to best practices for use of the technology in courtrooms. The system will incorporate such guidance, along with the Illinois Supreme Court's minimum courtroom standards. Once fully implemented, the system will enable court proceedings to be conducted in both the normal course of business and during a pandemic situation and ensure justice can be served as efficiently, fairly, and safely as possible.

The court is confident that, with a commitment of courtroom technology investments from the county via the CIP Project 26978 for "Courtroom Technology AV/IT Upgrades" and from the Illinois Supreme Court's "Court Technology Modernization Program" grant opportunity (both of which are collaborative initiatives among the justice system stakeholders), the Circuit Court of Cook County will be a model courtroom technology for all courts throughout Illinois and across the nation.



Office of the Clerk of the Circuit Court

Cook County, Illinois

MIS Technology Strategic Plan

January 2022



2022 Main Goals

- Complete the installation of the Odyssey CMS system
- Develop and Deploy a new robust, secure Clerk's Website
- Move the final Legacy applications off the Mainframe

ODYSSEY CMS



Electronic Court Docket & Case Management System

Executive Summary

On April 12, 2017, the Cook County Board of Commissioners authorized the Agreement between the county and Tyler Technologies, Inc. for Odyssey CMS.

Pilot – County Division

Phase 1 - Criminal & Juvenile Divisions

Phase 2 – Probate, Domestic Relations & Domestic Violence (Civil)

Phase 3 – Chancery, Civil & Law Divisions

Phase 4 – Traffic Division



Office of the Clerk of the Circuit Court of Cook County MIS Bureau

Electronic Court Docket & Case Management System Project Snapshot

Completed

Pilot	February 2018	County Division
Phase 1	November 2019	Criminal & Juvenile
Phase 2	July 2021	Probate, Domestic Relations & Domestic Violence (Civil)
Phase 3	December 2021	Civil and Law Divisions, Districts 1- 6, Chancery Division

Next Steps

Phase 4	February 2022	Traffic
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Electronic Court Docket and Case Management System – Project Status

Phase 4

Remaining Tasks

- Receipt of Order from Chief Judge Evans for Phase 4 Go Live Approval (Incremental Approval)
- Completion of Training Judges/Law Clerks/Coordinators [139]
- Completion of Training Clerks [163]
- Completion of Configuration of ECR's for Judges – Enterprise Custom Reports [143 Total] – week of January 31, 2022
- Configuration and Build of Officer Key Card Assignment
- Access to Secretary of State Portal
- ePlea/ePay. Fee requirement upon ticket initiation
- Creation of TRIMS traffic tables: Statute Browser, Officer Star Browser

CLERK'S WEBSITE



CLERK'S WEBSITE

Project Tasks

The Clerk will be utilizing the existing Cook County BOT Acquia Site Factory platform, repurposing the established elements within the platform, coupled with an accelerated design process, in order to deliver a robust, secure website.

Tasks

- Requirements Gathering & Design
- Configuration, Development, Integration & Testing
- User Acceptance Testing (UAT), Knowledge Transfer & Deployment
- Post-Launch Support

MOVE REMAINING LEGACY APPLICATIONS OFF THE MAINFRAME



Final Legacy Applications to be Moved off the Mainframe

<u>Application</u>	<u>Moved by</u>
Traffic (DB2)	2nd Quarter
TKids	2 nd Quarter
Accounting/Sage	2 nd Quarter
Human Resources	3 rd & 4 th Quarter

County Clerk Technology Strategic Plan

TABLE OF CONTENTS

Background..... 2

Mission 2

Clerk IT’S Multi-business department spanning program areas 3

 Application Management and Modernization.....3

 Infrastructure Management and Modernization3

 Cybersecurity4

IT Governance 4

Hosting and Disaster Recovery 4

History 4

 Milestones4

BACKGROUND

The County Clerk has the most diversified portfolio of duties in Cook County. The Clerk's Office holds responsibility for Elections, Real Estate Taxes, Recording of Deeds, Vital Records, and Clerk of the Board. All of these Departments operate as independent operational units, but Clerk's IT supports all of them. In addition, Clerk IT maintains its own Director of Information Security office that coordinates closely with the County's Information Security Office (ISO), with an additional emphasis on maintaining cybersecurity for all Elections infrastructure. The Federal government has identified Elections as national Critical Infrastructure. As a result, the Clerk's office has developed close working relationships with various Federal security agencies including DHS, CIS, CISO, and MS/EI-ISAC.

The Clerk's office maintains its own hardware, network and server infrastructure up to, but not including routers and connections to the Internet, at which point control passes to County BoT. Clerk's IT maintains a substantial cloud presence at Amazon Web Services (AWS) and much smaller presences at Microsoft Azure and Google Cloud. The Clerk's office holds contractual agreements with two Cloud Service Managed Service Providers (MSPs): Turing/Server Central (now know as Deft) and Clarity Partners. The Clerk's office continues to use BoT shared services including Oracle EBS, Microsoft O365 email and desktop software, and other available services. Clerk IT is participating with BoT on the Tyler Property Management project and will use that system starting in 2023.

Clerk IT maintains a number of other vendor contracts for various services including web support, election equipment support (through a number of different vendors), document management support, cashiering support, and miscellaneous additional support contracts. In addition, Clerk IT participates in BoT managed County wide contracts such as with Microsoft, Adobe, DocuSign, and other providers.

With the recent Assumption of Duties from the previous Recorder of Deeds Office, Clerk IT absorbed the IT team from that office and now has a full complement of software developers, database administrators, network/server support, hardware support, Cybersecurity and helpdesk.

MISSION

Clerk IT maintains as its first priority the effective, efficient, and reliable delivery of services to the Clerk's constituents, especially during elections. The objective of IT is to look continually for ways to improve constituent service through the ongoing modernization of existing systems and the development or purchase of new systems, while maintaining a strong focus on cybersecurity and business continuity.

The guiding principles of Clerk's IT are:

- **Reliability:** All systems, especially public facing ones, must be available during all business hours.
- **Cybersecurity:** Clerk IT continually examines all existing and new systems for their ability to resist the ever evolving security threat
- **Recoverability:** No system is perfect, and no set of safeguards can protect against every conceivable attack. Therefore, Clerk IT places strong emphasis on multiple system backups, ransomware recovery procedures, and fallback plans.
- **Continual Improvement:** Clerk IT continually looks for new products, methods or best practices to

bring into the IT environment to improve reliability, cybersecurity, recoverability and customer service.

- **Cloud-smart:** Leverage the strategic use of cloud application services and data storage to reduce the need for onsite maintenance and equipment upgrades.

Clerk IT Plans to continue looking at cloud services for new and existing application systems, evaluating cost, reliability, cybersecurity and other factors to assess the proper mix of in-house and cloud deployments for all Clerk systems and services.

Clerk IT will also continue to examine the mobile applications environment, making sure that all existing systems are mobile compatible, and searching for ways to bring new services to mobile platforms.

Clerk IT'S Multi-business department spanning program areas

APPLICATION MANAGEMENT AND MODERNIZATION

Clerk IT manages, either directly or through vendor services, the central operational support systems for each of the Clerk's Departments:

- **Recording Operations:** the GRM 20/20 recording system and its planned successor the Clerk Recording System (CRS)
- **Real Estate Taxes:** the iNovah cashiering system, OnBase document management system, Microsoft Great Plains accounting and general ledger system, as well as other small, internally developed applications
- **Vital Records:** like Real Estate Taxes, the iNovah cashiering system, OnBase document management system, Microsoft Great Plains accounting and general ledger system, as well as other small, internally developed applications
- **Elections:** the VRXG voter registration and election management system, Dominion Voting Systems voting equipment, KnowINK electronic poll books, Runbeck mail sorting system, JPP petition checking system, SKU Electoral Board system, and other smaller systems.
- **Clerk of the Board:** OPS procurement management system
- **Office-wide:** Clerk's web site, FOIA management system, other miscellaneous systems.

INFRASTRUCTURE MANAGEMENT AND MODERNIZATION

- **On-site Desktop Support** — Provides on-site troubleshooting of, and support for, technological equipment for various departments under the County Clerk's office.
- **Active Directory / Access Mgmt** — Manages the setup and maintenance of all user login accesses to all systems used by the Clerk, including BoT services such as email, time, financials, etc.
- **Server Engineer Team and Data Center Operations** — Oversees operations of and policy for IT systems architecture; provides advanced troubleshooting of, and support for, application servers; manages data center infrastructure for all Clerk servers, housed both at Cook County locations and in the cloud.
- **Systems Management and Service Desk** — Provides advanced troubleshooting of, and support for, technological equipment; packaged software for deployment; and consultation and project work

for all Clerk's departments.

- **Enterprise Architecture** - Works closely with stakeholders, including management and subject matter experts (SME) and BoT, with the understanding of the Clerk's business strategy, information & processes needs, and IT assets and uses this knowledge to ensure IT and business alignment with Clerk needs.
- **IT Asset Management** – Works on effectively managing all Clerk IT assets from procurement through end of lifecycle disposal to ensure optimal return on investment and optimize spending and support lifecycle management and strategic decision-making within our IT environment.

CYBERSECURITY

- **Information Security** — Protects the confidentiality, integrity, and availability of all Clerk information by leveraging cybersecurity capabilities across the agency and informing system stakeholders on cyber risk.

IT GOVERNANCE

Clerk IT management works closely with all Clerk business line managers to ensure that all IT projects, whether they be in-house development, vendor development, or vendor purchase, meet or exceed base level requirements for system architectural integrity, maintainability, cybersecurity, contract reasonability, and business value.

HOSTING AND DISASTER RECOVERY

Clerk IT works closely with BoT for in-house hosting of Clerk's server infrastructure, focusing primarily on the Nutanix shared service environment provided by BoT. Clerk IT also makes use of BoT's remote data centers for off-site backup and disaster recovery. In addition, Clerk IT makes extensive use of Amazon Web Services for additional application redundancy and data backup.

HISTORY

Clerk IT started out in the 1990s as a way to offload desktop and local area network (LAN) duties from an overloaded, centralized BoT to a more responsive unit within the Clerk' office. Over time, as desktop and network needs increased, the department grew to support a much larger server/desktop/mobile environment. Contemporaneously, Clerk IT began bringing in software developers to maintain Elections related systems. Over time, this development unit has grown in capacity and now builds and maintains a number of small, department specific application systems as well as supporting larger, vendor supplied systems. With the addition of the Recorder of Deeds IT team in Dec. of 2020, Clerk's IT took on the extensive role it plays today in developing, maintaining, and securing nearly fifty different application and infrastructure systems, both in-house and in the cloud, to support the Clerk's business operations.

RECENT MILESTONES

- Implementation of the VRXG voter registration and election management system to support the daily operations of the Elections Department. This was a five-year effort culminating in 2021.
- Deployment of a new cashiering and document management system for Vital Records, a two year effort culminating in 2020
- Deployment of the new cashiering and document management system for Real Estate Tax Department, a three year effort culminating in 2021, with the final phase due to go live in 1Q22
- Successful incorporation of the Recorder of Deeds IT operations, infrastructure, and application systems, and IT staff into Clerk's IT environment. Completed in 4Q21
- Several additions to the Clerk's cybersecurity environment over the course of 2021:
 - Veracode software code analyzer
 - Zscaler Edgewise anti-ransomware system
 - Cloudflare denial-of-service protection system
 - MDBR malicious domain blocking system
 - Crowdstrike endpoint protection system

ONGOING PROJECTS (under \$10 Million)

- *Clerk Recording System*: replacing the legacy GRM 20/20 system. The new system will create new customer interaction capabilities including enhanced e-recording, improved search and purchase capabilities, e-certification of document copies, and other customer improvements. Due 3Q22
- *Cashiering and Document Management* system for Real Estate Tax Department. This next phase will move the Finance Office operations off the legacy cashiering and doc mgmt. systems onto the new iNovah/OnBase platform: Due 2Q22
- *Great Plains Accounting and GL system*: Due 2Q22
- *DocuSign* deployment to enhance online marriage application process. Due 3Q22

ONGOING PROJECTS (over \$10 Million)

- Deploy the new *electronic pollbook system* from KnowINK. This Apple tablet based system will replace the current legacy system, providing much better usability for election judges and voters, more effective delivery of services, and higher reliability. Total 6 year cost = \$15MM. Due 2Q22. Project Plan provided as a separate document in this report.

Offices Under the President Technology Strategic Plan

TABLE OF CONTENTS

<i>Mission</i>	2
<i>BOT Program Areas</i>	2
Application Management and Modernization	2
Infrastructure Management and Modernization	2
Resident Technology Engagement	3
Cybersecurity.....	3
Administration.....	3
<i>Policy Roadmap</i>	3
Modernization	4
Applications.....	4
Infrastructure	4
Digital Equity	5
Data Privacy, Security, and Accessibility	5
Staff Development.....	6
Recruitment.....	7
IT Contract and Vendor Management.....	7
Communication	8
<i>FY2023 and Beyond</i>	8

MISSION

BOT plans, develops, and maintains enterprise technology services according to its guiding principles: lifecycle management, cloud-smart, shared-first, sustainability, transparency, continuity, Countywide standardization, and reuse before buy, and buy before build.

- **Lifecycle management:** the administration of an IT system from provisioning, through operations, to retirement
- **Cloud-smart:** this term is adopted from the Federal Cloud Computing Strategy and means the strategic use of cloud data storage to reduce the need for onsite maintenance and equipment upgrades
- **Shared first:** this expression is adopted from the federal government's IT strategy and means that BOT will look to share platforms and software across the enterprise rather than have each department or office utilize multiple vendors for the same type of product
- **Sustainability:** ability to ongoing support and maintaining for applications, platforms, etc.
- **Transparency:** using public-facing technology to provide insight into Cook County operations and initiatives
- **Continuity:** stability of IT services during emergencies that threaten outages and equipment or software failure
- **Standardization:** the process of developing and promoting standards-based and compatible technologies and processes for County government IT
- **Reuse before buy:** this is a common principle of IT architecture that means that existing solutions will be considered before considering new alternatives, which provides for faster and cheaper implementation of IT solutions
- **Buy before build:** this is a common principle of IT architecture that means that IT solutions are bought and not built in-house, which provides for lower maintenance costs, better performance, and less need for staff with technical expertise

BOT PROGRAM AREAS

APPLICATION MANAGEMENT AND MODERNIZATION

- **Applications and Development** — Provides consulting, development, enhancement, maintenance, and support of applications. Resolves application incidents and delivers new solutions.
- **Enterprise Resource Planning (ERP)** — Handles enterprise systems in areas including Financials, Budget, Supply Chain, Purchasing, Inventory, Human Resources, Benefits, Payroll and Performance Management.
- **Geographic Information Systems (GIS)** — Provides maintenance of and access to the County's enterprise geographic information system. Engages in geospatial data management, analysis and modeling, training, and application development.
- **Program Management Office** — Provides technology program and project management services. Engages in business analysis, requirements development, risk management scope and proposal development and proposal development.

INFRASTRUCTURE MANAGEMENT AND MODERNIZATION

- **On-site Desktop Support** — Provides on-site troubleshooting of, and support for, technological equipment for various departments under the County Board President and other elected officials.
- **Mainframe Print Operations** — Oversees the County's large-scale print jobs created from the mainframe, including Assessor documents, accounts payable checks, Board of Review documents, jury summons, and revenue letters.
- **Server Engineer Team and Data Center Operations** — Oversees operations of IT systems architecture; provides advanced troubleshooting of, and support for, application servers; manages data center infrastructure.
- **Systems Management and Service Desk** — Provides advanced troubleshooting of, and support for, technological equipment; packages software for deployment and implements deployment; engages in consultation and project work.
- **Telecommunications and Network Support** — Oversees administration and management of the County's voice and data telecommunication services.
- **Enterprise Architecture** - Works closely with stakeholders, including management and subject matter experts (SME), with the understanding of our strategy, information, processes, and IT assets and uses this knowledge to ensure IT and business alignment including modernization.
- **IT Asset Management** – Works on effectively managing all IT assets from procurement through end of lifecycle disposal to ensure optimal return on investment and optimize spending and support lifecycle management and strategic decision-making within our IT environment.

RESIDENT TECHNOLOGY ENGAGEMENT

- **Data Analytics** — Provides data guidance, support, and best practices to aid the County in providing efficient services to residents. Maintains the Cook County Data Portal.
- **Overcoming The Digital Divide** – Currently implementing expansion of CSFN fiber network with the State of Illinois match grant. Future expansions are being planned with additional ARPA funding.

CYBERSECURITY

- **Information Security Office** — Protects the confidentiality, integrity, and availability of all Cook County information by leveraging cybersecurity capabilities across the enterprise and informing system stakeholders on cyber risk.

ADMINISTRATION

- **BOT Administration** — Establishes IT strategy and leads collaboration with elected offices. Manages accounting, oversees contract negotiations, and manages countywide IT contracts. Administration handles budget and hiring.
- **Legislative and Legal Affairs** — Manages the Bureau's legislative agenda. Monitors local, state, and national legislation related to technology. Manages contracts and vendors. Provides legal counsel.

POLICY ROADMAP

The Cook County Policy Roadmap: Five-year Strategic Plan for the Offices Under the President has been developed by the Office of the President of the Cook County Board of Commissioners. The Policy Roadmap and additional

information about Cook County's overall strategy are available on the website at <https://www.cookcountyil.gov/service/policy-roadmap>

The Bureau of Technology (BOT) aligns its strategy with the Cook County Policy Roadmap. Technology can be leveraged to implement almost every facet of the Policy Roadmap; however, BOT's work is primarily centered in the "Smart Communities" and "Open Communities" domains. BOT will be focusing its work in 2022 in the following areas:

MODERNIZATION

Smart Communities, Objectives 1 and 2

Choosing innovative software and hardware that provide sound returns on investment is a cornerstone of the County's modernization efforts. While the pandemic hastened the move to paperless business processes, OUP has been on this trajectory for years. Digitization and automated processes are more efficient, error-free, and eco-friendly than the traditional office model. We have been able to reduce our physical footprint for storage, increase information access, and provide better security for County data as a result.

APPLICATIONS

Smart Communities, Objectives 1 and 2, Open Communities, Objectives 1, 3, and 4

Creating applications, or software, is time consuming and requires expensive expertise. Software applications require continuous maintenance to remain operational, such as security patches and bug fixes. Maintaining software so that it stays up to date with current technology uses a large percentage of a developer's time: software and applications require more maintenance over time, much as physical structures do. For OUP to be as efficient and economically responsible as possible, BOT has adopted a model where its preference is to, whenever possible, purchase applications "off the shelf" to provide standard solutions for countywide use instead of building something from scratch or contracting to have custom solutions built by vendors. BOT carefully vets potential procurements to ensure they meet standards for quality, data protection, and cybersecurity. Once a vendor has been approved, BOT can then customize this software to meet a department's specific needs. This enables BOT to operate a lean organization while still providing robust services. The same case management system, for instance, could be set up to serve one department and then reconfigured to serve another department, while the same IT staff/team provides support.

OUP currently maintains some mainframe and mid-range applications with the intent to move all County data off these platforms and retire them within the next couple of years. The programming skills required to maintain these aging applications are in short supply, creating vulnerabilities as these programmers retire. The programming languages used by these applications, such as COBOL, have not been part of standard university computer science curricula for decades. BOT manages the data transfer from the mainframe to more modern platforms. Currently, elected offices own most of the data housed on the mainframe. The Integrated Property Tax System (IPTS) is one such example. IPTS will unite the County property tax offices with a single system to improve interconnectivity and move data storage off the mainframe.

INFRASTRUCTURE

Smart Communities, Objectives 1 and 2

Information technology infrastructure includes hardware such as computers, servers, switches, and routers, as well as the facilities that house them. We support data centers on and off-premises, including some disaster recovery servers in off-premises data centers. Service continuity across multiple sites for mission-critical applications is becoming an essential standard in data center strategies, impacting not only application design, but also network topologies, IT architectures and physical site location.

Infrastructure modernization efforts are long-term, expensive investments, but they are mission critical. BOT has adopted a Cloud-smart strategy, meaning that we consider remotely hosted Cloud solutions first when developing a new procurement plan for a particular system. As part of our modernization efforts, we are also migrating our legacy phone system to VOIP. For systems that will remain on premise for the foreseeable future, BOT is focused on modernizing and consolidating the hosting environment to improve performance and efficiency. To enable this goal, BOT has published an RFP for IT infrastructure consolidation to consolidate and migrate to either Co-location data centers or Cloud.

DIGITAL EQUITY

Smart Communities, Objectives 1 and 2

OUP is continuously looking to expanding access to County services for residents. The pandemic has further exposed vulnerabilities for residents in communities with inadequate broadband infrastructure. In 2020 OUP received a State of Illinois grant to improve and expand broadband fiber in the Southlands. This work will continue into 2022 and other projects will likely be added as the County receives federal funds through the American Recovery Plan Act and the Infrastructure Investment and Jobs Act. BOT will continue to look for new ways to leverage competencies in project management to expand high-speed internet capabilities throughout suburban Cook County.

Additionally, BOT is responsible for several ongoing resident-facing modernization efforts. Administrative Hearings has begun its long-anticipated Citation Management project which will unite various previously siloed Departments such as the Forest Preserve, Administrative Hearings, Sheriff's Office, and Revenue to improve processing of Cook County ordinance violation fines and fees. For the first time, residents will be able to pay fines and fees online, providing better customer service and improved compliance. The Department of Revenue has also expanded online functionality, offering taxpayers the opportunity to file documentation and pay most taxes and fees online.

DATA PRIVACY, SECURITY, AND ACCESSIBILITY

Smart Communities, Objective 1

BOT is working to implement additional data privacy features to ensure that our employees and residents do not fall prey to data breaches or incidents. BOT's budget in the coming year plans to add data privacy positions to continue maturing data governance. By building out the data privacy team, BOT can help prevent costly data breaches and reduce the possibility of data exposure in the event of a cyber-attack. BOT will develop a framework of trust between IT and departmental executives that focuses on the varying requirements for data protection based on data categorization. Cook County data includes personally identifiable information, HIPAA-protected records, credit card information, and sensitive criminal justice information. All these data types have different data protection and data governance requirements, necessitating dedicated data privacy staff.

Disaster recovery and business continuity are among the initiatives BOT is coordinating enterprisewide. BOT is in the process of finalizing an RFP for cloud storage and/or colocation solutions to ensure continuous operation of County services in the event of a disaster. Unifying operations and data through a cloud-hosted and consolidated platform will ensure that County employees can keep operations and essential services running from remote locations if travel to the office is impossible or unsafe. Government services cannot be shuttered due to snow days, and cloud-hosting critical data allows secure access by employees working from any location.

STAFF DEVELOPMENT

Open Communities, Objective 2

BOT's staff development efforts began several years ago and are continuing at an aggressive pace. The primary objective is to replace legacy positions with those focused on modern day needs – e.g., application management and development, cybersecurity, infrastructure development and stabilization.

Years of inaction on the staffing before President Preckwinkle's Administration took office created an environment characterized by outdated job descriptions and titles and inadequate recruitment efforts. The absence of IT professionals with the requisite skills to implement and manage newer technologies set the County's modernization efforts back years. As a result, there was an urgent need on the part of the new BOT management to accelerate and continue hiring efforts at an unprecedented pace.

More recently, there has been considerable progress made retaining and increasing staff for project management, ERP operations, application support, telecommunications and network management, and GIS-related functions. And there are concerted efforts underway to make more progress in the areas of cybersecurity and IT architecture, which are among the many IT sectors experiencing a highly competitive job market.

To accomplish BOT's staffing objectives existing job descriptions have been updated and new ones created. In addition, the organization has adopted a more assertive approach to recruitment that includes promoting the benefits of working for the County to prospective hires, as well as addressing salaries offered to candidates; all while strictly adhering to the County's employment plan and hiring rules.

Included among the positions that BOT created and filled are:

- Database Administrator (DBA)
- Application Developer
- Application Support Analyst
- .Net Developer
- Chief Information Security Officer (CISO)
- Information Security Analyst
- Information Security Specialist
- Senior Information Specialist
- Manager of Information Security Risk & Compliance
- Server Engineer
- Storage Engineer
- Systems Management Engineer
- Service Oriented Architect (SOA)
- Field Technician
- Geographic Information System (GIS) Developer

While these positions have significantly improved BOT operations and the services that it provides OUP and those of separately elected officials, there nevertheless is additional staff development needed to keep pace with the ever-changing world of IT.

BOT has developed an ambitious and detailed plan to further strengthen its staff capabilities, most notably in the areas of disaster recovery and business continuity, IT architecture, change management, digital equity, applications, specialized application design, data analytics, SharePoint development and management, and contract management.

Included among the new positions that BOT is in the process of creating are:

- Disaster Recovery Program Analyst
- Disaster Recovery Specialist
- Disaster Recovery Program Lead
- Business Continuity Management Program Lead
- Solution Architect
- Technology and Infrastructure Architect
- Security Architect
- Business Architect
- Data and Information Architect
- Change Management Analyst
- Change Management Analyst
- Senior Change Management Analyst
- Manager Organizational Change Management
- Director of Digital Equity
- UI/UX Designer
- DevOps Manager
- Senior Application Developer
- Senior Application Support Analyst
- Quality Assurance Lead
- Quality Assurance Analyst
- ERP Senior Technical Analyst (Supply Chain)
- ERP Senior Technical Analyst (Finance)
- ERP Senior Technical Analyst (Human Capital Management)
- Data Manager
- Data Analyst
- Data Specialist

RECRUITMENT

Open Communities, Objective 2

Relatively low unemployment rates within the IT industry have created an extremely competitive job market that has challenged BOT and other public-sector jurisdictions to attract and retain qualified staff. The most striking example of this competitive market can be found in the cyber security area, where the unemployment rate has reached as low as zero. Although competition for non-cyber jobs is less intense, the IT job market in general can be characterized as one of the most competitive.

BOT has adjusted its approach to recruitment in three ways. First, it is working closely with the Bureau of Human Resources to raise the starting salaries for new hires. As part of this effort, a new IT salary schedule was developed that is more in line, albeit not as generous, with what exists in the private sector.

Second, BOT has made a greater effort to describe its history, current focus, and specific plans to prospective hires; information which candidates have responded well to when trying to make their employment decisions.

Finally, BOT is promoting the County's relatively generous benefits package to prospective hires in a more assertive manner. Outlining in detail the County's health insurance options, paid time off, deferred compensation program, and other benefits have shown signs of aiding BOT's promotional efforts. The County's recently implemented telecommuting policy is likely to further strengthen BOT's chances of attracting and retaining qualified staff.

IT CONTRACT AND VENDOR MANAGEMENT

Open Communities, Objective 2

As part of BOT's multi-year modernization efforts, the County has entered into, and will continue to enter into, a variety of complex IT contracts that require the help of subject matter experts, attorneys, skilled negotiators, and the resources of the Chief Procurement Office. BOT has placed greater emphasis on creating very clear and concise requests for proposals (RFP), utilizing internal and external subject matter experts throughout the procurement process, conducting thorough negotiations with vendors, and more carefully managing contracts and evaluating the performance of vendors.

In the coming year BOT will also work with the County Bureau of Finance, OUP, and separately elected offices to consider the different ways in which to measure the return on the County's IT investments (ROI).

In addition, BOT has focused heavily on identifying potential opportunities for inter-departmental collaboration when procuring goods and services, as well as implementing enterprise solutions whenever appropriate.

BOT will continue to use this comprehensive approach to contract and vendor management as it addresses an array of IT challenges and opportunities.

COMMUNICATION

Open Communities, Objective 4

The fast-paced and ever-changing world of IT has required public- and private-sector organizations to adapt to new technologies and re-engineer business processes at a rapid pace. The modernization effort that BOT has embarked on is unprecedented in the County's history and has required the County Board to make a substantial financial investment over several years. As part of this modernization effort, it is imperative that BOT provide policy makers with as comprehensive a picture as possible of its existing IT environment, challenges, plans, and opportunities.

To accomplish this objective, BOT is developing a communication plan that will further educate policy makers, as well as the staffs of bureaus and departments, on the County's current and future IT environment. Working closely with the Information Technology Committee of the County Board, this effort will include an expanded strategic plan, more detailed project updates, issue-specific tutorials (e.g., GIS applications and tools), targeted tours of BOT's operation, and ad hoc briefings.

FY2023 AND BEYOND

In the IT Infrastructure area, IT asset management streamlining efforts, IT infrastructure consolidation, digital equity, Enterprise Architecture team building/governance and establishing Cook County's own business continuity and disaster recovery teams are in the works. On the Applications side, two related areas poised to see an increase in the future are Enterprise Content Management (ECM) and Digitization Services. There are many offices that have important paper documents that need to be digitized, and Cook County has offices that need an ECM system to feed other applications for various operational needs.

With Cybersecurity, Cook County will continue to focus on recruiting and retaining motivated cybersecurity talent that is technically proficient, team-oriented, and service-minded, as well as leveraging contract resources to enhance capabilities where appropriate. The cybersecurity team also has plans to mature the Information Security Office organization to include resources dedicated to Information System Security Engineering, Supply Chain Risk Management and Data Privacy.

In the near term, the Information Security Office also plans to update the Information Security Framework to align with the recently released National Institute of Standards and Technology Special Publication 800-53 Rev. 5, Security and Privacy Controls for Information Systems and Organizations. The team will also work to operationalize the Information Security Framework incorporating all steps of the Risk Management Framework including Categorize, Select, Implement, Assess, Authorize and Monitor, and leverage cloud services within the Security Tool Stack to alleviate large capital investments and periodical life cycle management challenges and cost.

Once Cook County has retired its mainframe and mid-range applications, and finished its hosting and disaster recovery project, the focus will shift to making department-requested improvements for systems we already have in place, further strengthening our cybersecurity posture and evaluating cutting-edge technologies for eventual adoption, if they meet out criteria for interoperability, efficiency, safety and return on investment.

COOK COUNTY SHERIFF’S OFFICE BUREAU OF INFORMATION AND TECHNOLOGY STRATEGIC PLAN

TABLE OF CONTENTS

MISSION	2
BUREAU OF INFORMATION AND TECHNOLOGY PROGRAMS.....	2
APPLICATION DEVELOPMENT UNIT.....	2
INFRASTRUCTURE TECHNOLOGY UNIT [ITU].....	3
BUSINESS INTELLIGENCE UNIT [BI]	3
END USER COMPUTING UNIT [EUC]	3
CRIMINAL APPREHENSION BOOKING SYSTEM [CABS] UNIT	4
CASE REVIEW UNIT	4
INFORMATION SECURITY OFFICE	4
VIDEO MAINTENANCE UNIT [VMU]	5
ADMINISTRATION AND COMPLIANCE	5
POLICY ROADMAP	5
MODERNIZATION	5
APPLICATION AND DATA INTEGRATION.....	6
COMPLIANCE AND VENDOR RELATIONSHIP MANAGEMENT.....	6
DATA SECURITY AND CLASSIFICATION	7
FY2023 AND BEYOND	7

MISSION

The Bureau of Information and Technology [BOIT] for The Cook County Sheriff's Office plans, implements and maintains the Office's technology enterprise according to these guiding principles: transparency, collaboration, integration, cloud-smart, resiliency, sustainability, continuity and "best-fit" procurement practices.

- **Transparency:** using both internal and public-facing technology to provide a comprehensive view of The Sheriff's Office's operations and programs
- **Collaboration:** partnering with diverse organizations across the community, county, state and federal agencies to determine the most effective uses of technology and share insights and new approaches to technology-based solutions
- **Integration:** working closely with Sheriff's Office staff, County Government and partners to select and deploy standards-based technologies that support data and resource sharing
- **Cloud-smart:** using cloud data storage and processing following thorough balancing of the risks and benefits realized
- **Standardization:** implementing technology based on best-practice policies to deploy hardware, software and services
- **Sustainability:** choosing mature technologies based on well-understood standards to ensure consistent operations and support
- **Continuity:** deploying technology that is resilient and can support the 24 hours-a-day, 7 days-a-week, 365-days-a-year operational availability the Sheriff's Office's operations require
- **Security:** Adopting a forward-looking "when" not "if" approach to anticipate enterprise cyber-attacks and preparing a comprehensive response to any such event
- **"Best-fit" Procurement Practices:** acquiring new technology only after thorough consideration and evaluation of existing inventory, skills and resources

BUREAU OF INFORMATION AND TECHNOLOGY PROGRAMS

APPLICATION DEVELOPMENT UNIT

- **Application Development** – delivers internally-developed business applications to support and enhance Sheriff's Office operations. Also collaborates with multiple agencies to develop and deploy applications County-wide – includes DACRA ECitation system and Bond Court Automation via the County ESB.
- **Application Enhancement** – works internally and with partners and vendors to enhance and improve the Sheriff's Office application infrastructure.

- **Project Management** – works with internal staff, partners and vendors to ensure timely solution delivery and mitigate implementation risks. Notable projects include the Chevin FleetWave vehicle fleet management system, the County BOT DACRA ECitation system and the Records Management System.

INFRASTRUCTURE TECHNOLOGY UNIT [ITU]

- **Network Infrastructure Enhancement** – implements, manages and enhances the Sheriff's Office data network to ensure secure access, reliability and availability. Includes deployment of the CISCO ISE environment in collaboration with the County BOT, end-to-end data security across the enterprise, deployment of the ExpressRoute site-to-site VPN critical to Sheriff's Office disaster recovery efforts and manage the Cisco Virtual Private Network.
- **Cloud Computing Implementation** – implements, enhances and manages Sheriff's Office cloud infrastructure enabling data enterprise expansion at reduced cost compared to traditional hardware-based approaches.
- **BOT and NCC Collaboration** – works with the Cook County technology and networking units to develop and implement cost-effective, reliable and high-availability solutions.

BUSINESS INTELLIGENCE UNIT [BI]

- **Data Analysis** – aggregates data generated within the Sheriff's Office across all operations and processes that data to provide deep business intelligence, situational awareness, and allow for data driven decisions.
- **Data Presentation** – engineers visual display of data to provide rapid insight and analysis across the Sheriff's Office enterprise.
- **County Justice Stakeholder Collaboration** – enables data sharing and processing with justice enterprise partners to identify service opportunities for detainees and other justice system participants.

END USER COMPUTING UNIT [EUC]

- **End-User Computing Support** – provides end user support for technology deployed within the Sheriff's Office. Supports technology needs for the 24/7/365 Sheriff's Office operations which includes a staff of approx. 5500 users, working within the Department of Corrections, Court Services, and all patrol divisions. EUC also provides support to the Emergency Communications/911 Center. Includes support for the state-wide LEADS system which is critical to law enforcement operations.
- **Mobile Patrol Infrastructure** – deploys and maintains equipment critical to mobile patrol operations throughout the county.
- **First Line Issue Identification and Response** – serves as first point of contact to identify, report and assist with resolving issues affecting the Sheriff's Office's information network.

CRIMINAL APPREHENSION BOOKING SYSTEM [CABS] UNIT

- **County-Wide CABS Services Support** – County-wide support for 127 Cook County law enforcement agencies comprising approximately 13,000 users. This system is critical to law enforcement operations. This team is dispatched to visit lockups of suburban police departments for remediating booking issues and performing hardware, software and network configurations as needed. Collaboration with the County BOT for network communication and connectivity.

CASE REVIEW UNIT

- **Audio/Video evidence preservation** – responsible for acquiring and preserving all video evidence from the Sheriff's Office's county-wide video monitoring network. Preserves chain of custody per rules of evidence and all applicable legislation and regulations.
- **Incident Review** – performs intensive review of all incidents captured on video for the Department of Corrections, and major events for the Sheriff's Police, Community Corrections and Court Services. Documents incident review allowing for further investigation by OPR and Sheriff's management staff. Key to mitigating litigation risk and sustainability measures.
- **Compliance assurance and auditing** – provides investigatory analysis and reports to support Sheriff's Office's regulatory and legal compliance.
- **FOIA and subpoena response and fulfillment** – responsible for retrieving and fulfilling FOIA requests, subpoenas, and other legal requests for incident video evidence. Key to rapid response and fulfillment while maintaining confidentiality and preserving privacy.

INFORMATION SECURITY OFFICE

- **Security Infrastructure Management** – deploys and monitors systems crucial to network and data security management. Works closely with Cook County Information Security Office and the County Information Security Working Group to establish and implement policies and processes to ensure safe and secure data operations.
- **ISO Working Group** – serves as a leading member of the county-wide Information Security Working Group to advance the data security needs of the Sheriff's Office and Cook County as a whole.
- **Training** – Establishes and delivers data safety training to all Sheriff's Office staff. Provides ongoing scenario training covering incident identification and response.
- **CJIS Compliance** – Validates and implements data handling practices in compliance with the Criminal Justice Information Systems framework established by the FBI.

VIDEO MAINTENANCE UNIT [VMU]

- **Video Infrastructure Enhancement** – establishes, maintains and expands the Sheriff’s Office’s video monitoring infrastructure county-wide. This includes stationary cameras and Body Worn Cameras. This infrastructure is critical to Case Review Unit Operations.
- **Video Evidence Training and Access** – provides training in the correct use of Body Worn Cameras. Establishes appropriate access to video evidence based on role and other factors.

ADMINISTRATION AND COMPLIANCE

- **Vendor Relationship Management** – verifies that vendor performance adheres to contract requirements and deliverables are complete before authorizing payment. Advises on corrective intervention where vendor performance does not satisfy contract terms.
- **Compliance** – responsible for auditing BOIT units, vendors, and non-vendor partners to verify adherence to industry-standard best practices for data handling, data security and incident management.
- **Procurement Management** – manages vendor contract lifecycle from RFP or other initiation through renewal and contract closure. Works closely with OCPO and BOT legal to ensure Sheriff’s BOIT is compliant with all OCPO rules and ordinances.
- **Hiring** – works closely with all Sheriff’s BOIT units to determine staffing needs and manages hiring process with HR.
- **Inventory** – collaborates with the Sheriff’s BOIT operational units to manage and audit inventory lifecycle. Coordinates procurement processes to ensure inventory aligns with current workload requirements.

POLICY ROADMAP

The Cook County Sheriff’s BOIT is aligned with the County BOT IT strategy and coordinates that strategy with legal and regulatory compliance requirements unique to the Sheriff’s Office and law enforcement generally. The Sheriff’s Office’s BOIT will be focusing its 2022 efforts on the following areas:

MODERNIZATION

Expanding the use of appropriate automation coupled with data and systems standardization is key to the Sheriff’s Office’s modernization effort. Primary targets include eliminating workflows requiring hardcopy forms, automating multiple workflows to expedite review and approval, and maintaining and increasing system resiliency and availability.

Data standardization enables the Sheriff’s Office to expand data sharing with justice partners. This expanded sharing allows for more accurate and effective administration of justice and increases the number and quality of justice-related programs.

Systems standardization allows the Sheriff's Office to effectively manage costs while maintaining flexibility and systems availability. BOIT recognizes that organizations generally have, and the Sheriff's Office in particular has become increasingly dependent on technology in order to continue to offer needed services and to expand capabilities to meet new community needs.

The Sheriff's Office's BOIT is partnering with the County BOT on multiple enterprise-level projects, including establishing an ExpressRoute hybrid cloud computing platform as well as continuing our participation with the Enterprise Service Bus. Sheriff's BOIT continues to work closely with the County BOT on deploying County-Wide technologies to further reduce redundancy and cost.

APPLICATION AND DATA INTEGRATION

Application and data integration is aligned with BOIT's modernization efforts. Data and system standardization enables integration both within the Sheriff's Office and between the Sheriff's Office and a myriad of partners. This sharing then enables economies of scale where all justice partners are able to deliver more and better-quality services without increasing expense.

The Sheriff's Office employs a standardized 'build once, run many' application development approach where once an application is built it can be used in multiple operational areas with a minimum of additional development. This means that the Sheriff's Office uses minimal effort to achieve maximum results with regard to operational support and improvement. This approach also enables the Sheriff's Office to offer applications to other County law enforcement and justice partners faced with complex funding and resource challenges.

Data Integration is key to realizing maximum effectiveness at minimal cost. This integration enables the 'build once, run many' approach by allowing data sharing between Sheriff's Office's applications, and it allows partners to easily exchange data with the Sheriff's Office. This increased exchange of data improves data quality and expands partners' capabilities with a minimum increase to expense.

COMPLIANCE AND VENDOR RELATIONSHIP MANAGEMENT

The Sheriff's Office's BOIT is targeting 2022 for the full implementation of its compliance program. This program is a multi-disciplinary approach involving collaboration among BOIT units and Sheriff's and County BOT's legal departments, procurement, and other partners to ensure the Sheriff's Office's BOIT continues to function according to best practices and is aware of and adapts to new and evolving requirements.

BOIT's compliance program extends to include vendor and non-vendor partners to ensure all are practicing safe data handling and are transparent regarding their own systems security and incident response policies and processes. Areas of focus include supply chain vendors, systems developers, service providers and data-sharing partners.

BOIT will also focus on vendor relationship management by working with Sheriff's Office's and County BOT's legal departments to build compliance requirements into all agreements. This increases the

enforceability of compliance requirements. This also manifests assurances that our vendors are performing responsibly and are accountable at a financial level for secure application development, service delivery, and responsible data handling.

The Sheriff's Office will also work with County BOT and the Office of the Chief Procurement Officer to explore an IT-specific procurement process. This process would be tailored to the unique needs confronting IT, chiefly supply chain vulnerabilities highlighted by the pandemic and the rapid change cycles intrinsic to IT.

DATA SECURITY AND CLASSIFICATION

The Sheriff's Office processes and stores an immense volume of data. This data is critical to daily operations, review and enhancement of service delivery and compliance with the complex regulatory framework surrounding law enforcement operations at the local, state and national levels. This data is highly sensitive given the Sheriff's Office operational environment. The Sheriff's Office employs industry best practices and regulatory standards to serve as a responsible custodian of this data.

Key to the Sheriff's Office's custodianship is data security. The Sheriff's Office will continue to collaborate with the Cook County Information Security Office [CCISO] and the Information Security Working Group [ISWG] to adopt data handling best practices. The Sheriff's Office has worked to be a leader in the ISWG to deploy sound practical policies governing data stewardship processes.

Data Classification is critical to secure data handling. The Sheriff's Office continues to refine data classification practices and policies. The Sheriff's Office is implementing automated systems to apply these policies to everyday processes to ensure that data is handled correctly and only accessed by those members authorized to do so based on organizational role and relationship to job function. This automation will govern all processes from data creation and acquisition through operational processing through archival and ultimately destruction where required.

The Sheriff's Office Information Security Office works in collaboration with the Compliance group and the other operational units within BOIT to guarantee that processes are operating correctly, that policies are enforced and that new approaches are evaluated and implemented to keep the Sheriff's Office's data security and classification practices remain current.

FY2023 AND BEYOND

AUTOMATION

The Sheriff's Office is acutely aware that the need to 'do more with less' is critical and will continue to be so for the foreseeable future. To this end the Sheriff's Office is committed to expanding the use of automation where possible and appropriate. The goal is to reduce cost while expanding services and maintaining and enhancing quality of delivery. Expanded appropriate use of automation is crucial to achieving this goal.

PAPERLESS PROCESSES

The Sheriff's Office is committed to eliminating all unnecessary paper related to operational processes. The first phase of this effort began with implementation of electronic signatures in collaboration with the County BOT and the implementation of phase one of the electronic bond court process through the County's Electronic Service Bus. We will continue to work with other justice partners to further reduce the reliance on paper. The Sheriff's Office plans to work with the County BOT and other agencies to use an enterprise-wide content management system to digitize paper forms for electronic retention.

COLLABORATION

The Sheriff's Office strives to be both a leader and a valuable partner in the administration of County government and in the law enforcement community. The Sheriff's Office will continue its current efforts in identifying and engaging in partnership opportunities. These include policy and practice sharing, data exchange and contract sharing where appropriate. Expanding the use of the County BOT's Enterprise Service Bus will allow for further automation and efficiencies. With more County Agencies sharing their data on the enterprise wide standard, we hope to limit the need for redundant data sets and streamline our operations.



Cook County Treasurer Maria Pappas

STATE OF THE OFFICE - 2022

CONTENTS

INTRODUCTION	2-6		
A WEBSITE – COOKCOUNTYTREASURER.COM	7-36		
Website Highlights (cookcountytreasurer.com)	8-9	Credit Card Payments	67
Website – Page Visits	10-13	Subsequent Tax Electronic Payment System (STEPS)	68
Mobile Website (cookcountytreasurer.com)	14-15	In-Person Payments	69
Duplicate/Overpayment Refund Search	16-17	Payment Source Trend by Tax Year (On-Time Payments)	70
Search for Missing Exemptions	18-19	D AUTOMATION PROJECTS – SYSTEMS	71-84
Electronic Tax Bill (PDF)	20-21	Customer Service – Email System	72
Warning for Sold/Forfeited Taxes	22-23	Customer Service – Call Center	73
Message for Tax Bills Returned by USPS	24-25	Document Imaging Project	74-75
Electronic Name/Address Changes	26-27	PIN Research (Internal Portal)	76-77
Refund Status	28-29	Electronic Warrant Book	78-79
Taxing District Debt and Pension	30-31	Annual Tax Sale	80-81
Foreign Language Content	32-33	Taxing Agency Extranet	82-83
New Informational Brochures	34-35	E TRANSPARENCY PROJECTS	85-98
B MAJOR INITIATIVES	37-58	Debt Disclosure Ordinance (DDO)	86-88
Pappas Studies: 20-Year Property Tax History	38-39	Data and TIF Information on the Tax Bills	89-91
Pappas Studies: Scavenger Sale Study	40-41	County Property Tax Portal	92-93
Pappas Studies: 50 Largest Tax Increases Since 2000	42-43	County Property Tax Portal – Mobile	94-95
Pappas Studies: Voter Turnout 2011-2020	44-45	Freedom of Information Act (FOIA) Log	96-97
Pappas Studies: Debt Study	46-47	F FOCUS ON BUDGET	99-110
Pappas Studies: Tax Bill 2020 Tax Bill Analysis	48-49	Budget Comparison	100
DDO Amendment – TIF Data	50	FY1998 Budget Comparison	101
Property Tax Bills	51	Funding	102
Black and Latino Houses Matter	52-55	Personnel Costs	103
Stop Taxpayer Overpayment System (STOPS)	56	Cost-of-Living Adjustment (COLA) History	104
Electronic Refunds	57	Fringe Benefit Comparison	105
C AUTOMATION PROJECTS – PAYMENTS	59-70	Focus on Budget	106
Lockbox	61	Position Count	107
Bank Branch Payments	62	FY2022 Reduce Corporate Budget	108
Community Bank Branch Payments	63	Account Summary – 060 Corporate Account	109
Third Party Agent (TPA) – Wire Payments	64	Account Summary – 534 Automation Account	110
Third Party Agent (TPA) – ACH Payments	65	G PROJECTS	111-124
Online Payments	66	FY2022 – FY2024 Future Projects	112-119
		Top 100 Automation/Streamlining Efforts FY1998 – FY2021	120-124
		I APPENDIX	125



Maria Pappas

Cook County Treasurer

Toni Preckwinkle
President
Cook County Board of Commissioners
118 N. Clark Street, Room 500
Chicago, IL 60602

October 25, 2021

Dear President Preckwinkle:

It is with great pleasure that I submit to you the Fiscal Year 2022 budget for my office.

Year after year, I come before the Board with a budget request that meets or exceeds the proposed target. My 2022 budget marks the 21st consecutive year that I have met or exceeded the target. **My budget for FY2022 is \$54,218 less than for FY2021.**

In 2021, my website had nearly TWO MILLION VISITS in a single month. Additionally, I am continuing to prioritize providing outreach to taxpayers, helping taxpayers claim part of \$72 million in duplicate and overpayment refunds and \$43 million in missing senior exemptions. Lastly, my new property tax think tank was created to foster policy proposals and work with legislators to make the property taxes less costly, fairer and more equitable.

The following are highlights of the FY2022 Treasurer's Office Budget:

- Our current employee count is 58, a **76.8 percent reduction** from 1998 when the office had 250 employees.
- If the office maintained a staff of 250 as it had in 1998, the budget for the office would be approximately \$55.5 million.
- 94 percent of the budget comes from commercial user fees. **Our goal continues to be an entirely self-funded office independent of any taxpayer-funded sources.**

I am proud to request the adoption of this FY2022 budget for the Treasurer's Office.

Sincerely,

A handwritten signature in black ink that reads "Maria".

Maria Pappas
Cook County Treasurer

INTRODUCTION

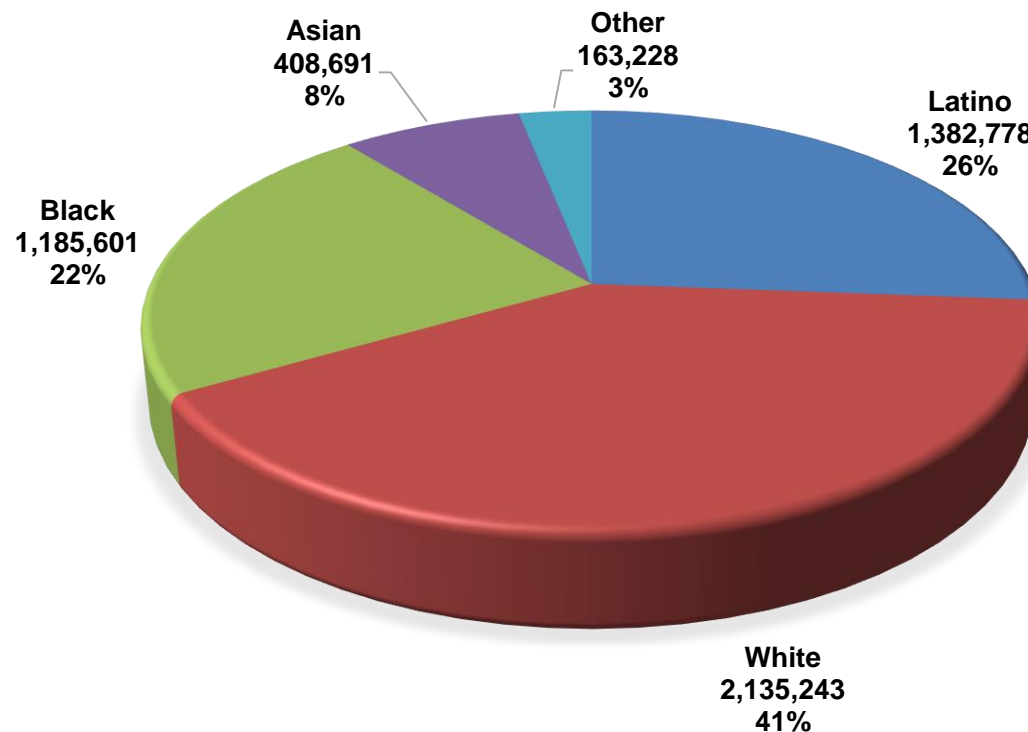


Cook County is the second-largest collector of property taxes in the United States and is home to City of Chicago, the country's third-largest city.

INTRODUCTION

Cook County's population is 5.28 million. In addition to the City of Chicago, 134 other municipal governments are located in the county.

One third of the population speaks a language other than English. The leading second languages are Spanish and Polish.



INTRODUCTION

The Cook County Treasurer's Office follows the laws from two primary sources, the **Illinois Property Tax Code** and **Cook County Municipal Code**.

Treasurer Maria Pappas' responsibilities include:

- **Printing and mailing** property tax bills on behalf of other local governments
- Collecting **\$16.1 billion** in yearly taxes from the owners of **1.8 million parcels** of property
- Distributing tax funds to approximately **2,200 local government units** to cover operations, pay bond debt and fund pension obligations
- **Investing the revenues** and other public funds of the County in conformance with federal and state laws and local ordinances
- Conducting a **tax sale of delinquent property taxes** as required by state law

INTRODUCTION

In FY1998 when Treasurer Pappas took office, there were a number of challenges:

- 250 employees in the office
- Only six '386' personal computers
- Office was not Y2K Compliant
- No Third Party Agent (TPA) wire payment system
- No lockbox
- No bank branches accepting payments
- No financial audit
- No Information Technology (IT) department
- No website
- No email system
- No phone system
- \$30 million in uncashed checks on the floor
- One mail-opening machine

The solution?

Automation, which has led to reduced headcount and greater efficiency.

Website

cookcountytreasurer.com



WEBSITE HIGHLIGHTS – (cookcountytreasurer.com)

“Your Property Tax Overview”

at cookcountytreasurer.com is a one-stop shop for taxpayers

1.96 million visitors

August 2021

10.5 million visits

December 1, 2020 through October 1, 2021

86.6 million total visitors

since 2004

6.4 million visits

on mobile devices since December 2017

WEBSITE HIGHLIGHTS – (cookcountytreasurer.com)

“Your Property Tax Overview”

at cookcountytreasurer.com is a one-stop shop for taxpayers

\$72 Million in Refunds

Online, electronic application
(going back 20 years)

\$43 Million in Missing Exemptions

for seniors

Download/Print your Property Tax Bill

See Important Messages

- Taxes paid or not paid
- Taxes sold or forfeited
- Mailed tax bill received or not
- Refund check status

View Taxing District Debt Information

- Access to financial reports
- Number of retirees vs. current employees

WEBSITE – PAGE VISITS

The Treasurer's Office continues to improve the website with new features and expanded information.

As a result, **nearly 2 million visitors** accessed the site in August 2021 when the 2020 Second Installment tax bills were posted online and mailed.

“Your Property Tax Overview” serves as a one-stop shop to provide quick access to:

- Current mailing name and address
- Tax amount due
- Tax bill download
- 20 year overpayments
- Tax exemptions going back four years

2 million

website visitors between 8/1/2021 and 8/31/2021

VISITS IN 2021



WEBSITE – PAGE VISITS

In FY2021, cookcountytreasurer.com has been visited more than **10.5 million times**.

General Statistics	December	January	February	March	April	May	June	July	August	September	October	YTD
Number of Visits	470,591	595,809	872,982	1,057,841	599,161	1,573,165	1,191,277	719,726	1,960,533	1,416,290	58,095	10,515,470
Average Visit Length (Minutes)	2.00	2.10	1.66	1.47	1.82	1.56	1.59	1.53	4.89	1.57	1.47	1.97
Visitors that visited more than once	68,007	87,274	121,202	145,713	86,141	89,887	88,158	119,669	131,741	125,496	8,479	1,071,767
First time visitors	208,849	303,565	501,037	461,508	316,501	325,047	300,153	374,033	540,520	581,544	36,229	3,948,986
Visited Pages	December	January	February	March	April	May	June	July	August	September	October	YTD
Property Tax Overview Results	211,142	264,798	483,148	525,476	300,606	1,033,514	875,602	334,444	1,375,905	981,661	37,943	6,424,239
Download Your Tax Bill	27,045	37,352	47,711	56,272	36,646	38,256	39,611	58,023	69,825	44,845	2,023	457,609
Payment Status Search	38,027	46,061	58,127	73,444	46,451	42,399	42,744	45,791	61,598	60,707	3,446	518,795
Apply for Refund Information	2,036	2,107	2,606	6,389	1,966	3,216	2,190	1,579	2,799	4,275	211	29,374
Overpayment Application/Status	4,076	4,718	7,098	11,002	4,526	5,996	4,870	4,594	9,811	8,063	448	65,202
Name/Address Change	9,226	10,821	20,997	21,657	12,936	12,834	18,830	18,333	21,150	16,477	1,084	164,345
If Taxes Were Sold	965	1,218	1,311	2,029	1,003	1,037	1,168	1,322	1,405	1,510	66	13,034
Annual Tax Sale Information	412	997	713	930	371	328	392	457	417	642	0	5,659
Research A Topic	572	474	481	531	331	397	376	630	601	416	11	4,820
News Article View	21,435	6,213	8,159	11,138	7,326	8,262	9,531	9,568	8,282	5,156	156	95,226
TPA Home Site (Bulk Wire Payments)	8,284	87	11,181	12,653	7,429	8,140	7,492	6,053	8,608	12,039	272	82,238
Community Bank Home (Teller View)	350	539	1,745	925	556	440	487	903	1,330	1,582	106	8,963
Payment By Electronic Check	8,707	20,945	143,147	82,384	34,720	20,578	7,347	5,132	56,278	158,651	19,060	556,949
Payment By Credit Card	2,459	3,724	16,388	15,169	6,214	5,115	2,555	1,859	7,797	19,244	2,979	83,503
Estate Search	589	703	772	1,038	489	761	715	820	1,221	1,293	39	8,440
Sign up for email notification	793	1,126	1,332	1,923	1,038	832	904	997	1,676	1,375	42	12,038
Due dates	2,250	4,251	6,815	6,019	3,175	4,116	7,670	37,960	30,395	6,560	329	109,540
Exemption Results	9,688	13,745	22,265	24,000	12,518	12,542	12,175	12,980	20,917	18,696	857	160,383
Homeowner Exemption Information	3,796	6,362	10,407	9,865	3,640	3,650	3,005	3,681	9,165	7,473	296	61,340
Senior Citizen Exemption	1,848	3,613	6,269	4,738	1,813	1,725	1,759	2,155	5,399	4,670	186	34,175
Senior Citizen Freeze Exemption	1,942	4,140	6,369	4,540	1,821	1,842	1,899	2,254	5,357	4,690	177	35,031
Contact Us Form	2,767	1,121	2,442	3,484	1,948	2,078	1,702	3,403	3,724	3,067	283	26,019

*Through October 1, 2021

WEBSITE – PAGE VISITS

The heart of the Treasurer's Office is cookcountytreasurer.com. The site was created internally and allows taxpayers to easily:

- Submit payment online
- Check payment status
- Download electronic tax bill
- Search for refunds
- Check property tax exemptions
- Obtain frequently used forms
- Contact us via email
- Download informational brochures
- Read important studies

The site has been visited **nearly 86.6 million** times since 2004.

86.6 million
website visitors

Fiscal Year	Site Visits
2021*	10,515,470
2020	7,277,861
2019	7,477,080
2018	6,630,301
2017	5,063,847
2016	4,554,406
2015	4,068,008
2014	3,051,125
2013	3,766,049
2012	4,367,537
2011	4,081,384
2010	3,776,292
2009	3,390,660
2008	3,412,301
2007	4,832,303
2006	3,678,393
2005	3,904,819
2004	2,738,366
Total	86,586,202

*Through October 1, 2021.



MARIA PAPPAS, COOK COUNTY TREASURER

PaymentsExemptionsRefundsSeniorsYour Tax BillTax SaleForeign Language BrochuresFormsAbout The OfficeNews and Video

Pappas Studies

- Tax Year 2020 Tax Bill Analysis
- Scavenger Sale Study
- 20-Year Property Tax History
- See the Top 50 Largest Tax Increases since 2000 by Chicago ward and suburb
- Voter Turnout 2011-2020
- Debt Study - View taxing district debt attributed to your property.

Your Property Tax Overview

- View taxing district debt attributed to your property
- Search \$72 million in available property tax refunds
- Search \$43 million in missing exemptions going back four years
- Change your name and mailing address

Pay Online for Free

- Use your bank account to pay your property taxes with no fee

More Ways to Pay

- Chase
- Community Bank
- Mail
- Our Office

Avoid the Tax Sale

- Are your taxes delinquent?

Downloadable Forms

- Apply for a refund
- Receive your bill by email
- Request tax deferral for seniors, military

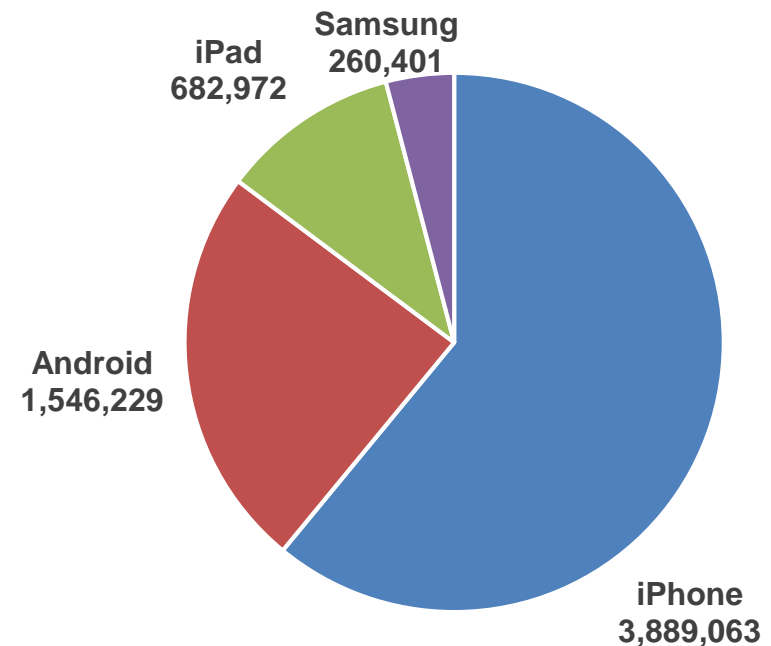
MOBILE WEBSITE (cookcountytreasurer.com)

The site was upgraded in June 2015 to better assist taxpayers using a mobile device.

Programming code automatically recognizes if a visitor is using a mobile device and conforms the layout and design to fit the device.

Since December 1, 2017, there have been **nearly 6.4 million** website visits from mobile users.

Mobile Visits



6.4 million

mobile device visitors to cookcountytreasurer.com

MOBILE WEBSITE (cookcountytreasurer.com)



WEBSITE – DUPLICATE/OVERPAYMENT REFUND SEARCH

The website has built-in functionality to display if a property address or property index number (PIN) has an overpayment going back 20 years.

In May 2020, the Treasurer's Office introduced a new feature that allows Taxpayers to easily complete an electronic, online refund application to claim an overpayment of taxes. The office streamlined the process to eliminate paper refund applications.


Currently, there are about **\$72 million in overpayments** available from the Treasurer's Office.



\$72 million

in available duplicate and overpayment refunds

WEBSITE – SEARCH FOR DUPLICATE/OVERPAYMENT REFUNDS


MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Sale](#)
[Foreign Language Brochures](#)
[Forms](#)
[About The Office](#)
[News and Video](#)

Your Property Tax Overview

[Overview - Payments](#)
[Download Your Tax Bill](#)
[Name or Address Change](#)
[Tax Exemptions](#)
[Delinquent Taxes](#)
[Overpayment Refunds](#)
[Overpayment Refund Status](#)
[Uncashed Checks](#)
[Taxing Districts/Financials](#)
[Property Tax Appeal Board Refunds](#)
[20-Year Tax Bill History](#)
[Debt to Property Value](#)

RESULTS OF OVERPAYMENT REFUND SEARCH
 Property Index Number (PIN): 04-02-XXXXXXXXXX [BEGIN A NEW SEARCH](#)

Are There Any Overpayments on Your PIN?

Please be aware that if you did not own the property or make the payments at the time of the

Tax Year 2014 (billed in 2015)

Installment	Tax Amount Billed	Tax Amount Paid	Refund Available
1st	\$395.55	\$395.55	\$0.00
2nd	\$346.50	\$729.40	\$382.90

Refund Available: \$382.90 Application Required: [Apply Now](#)

Tax Year 2015 (billed in 2016)


Installment	Tax Amount Billed	Tax Amount Paid	Refund Available
1st	\$408.13	\$816.26	\$408.13
2nd	\$368.70	\$368.70	\$0.00

Refund Available: \$408.13 Application Required: [Apply Now](#)

Tax Year 2020 (billed in 2021)

Installment	Tax Amount Billed	Tax Amount Paid	Refund Available
1st	\$472.41	\$472.41	\$0.00
2nd	\$499.75	\$999.50	\$499.75

Refund Available: \$499.75 Application Required: [Apply Now](#)


MARIA PAPPAS, COOK COUNTY TREASURER

[Back](#)

Refund Application Duplicate & Overpayment

Fill in each blank below

* Property Index Number (PIN)
 * Tax Year

Installment

Please indicate where the check will be mailed

* Taxpayer Name
 In care of

* Email

☐ International Address

* Phone () -
 * Address

* City
 * State
 * Zip

☐ I hereby certify under penalty of law that I am legally and equitably entitled to the refund claimed hereby; that I have not previously received all or any part of a refund from the Office of the Cook County Treasurer or any other party for the same year, Property Index Number and reason; and that if I am not so entitled, I will indemnify and hold the Office of the Cook County Treasurer harmless from any and all adverse claims to such refund, including costs and attorney's fees

Continue

WEBSITE – SEARCH FOR MISSING EXEMPTIONS

The site details the property tax exemptions received for the most recent four years.

About **24,000 senior citizens could save a total of \$43 million** by applying for exemptions they did not receive.

If a taxpayer needs to apply for a missing exemption, a link takes them to the application.



\$43 million

possible total dollar amount of missing exemptions

WEBSITE – SEARCH FOR MISSING EXEMPTIONS



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Sale](#)
[Foreign Language Brochures](#)
[Forms](#)
[About The Office](#)
[News and Video](#)

Your Property Tax Overview

Overview -
Payments

Download
Your Tax Bill

Name or
Address
Change

**Tax
Exemptions**

Delinquent
Taxes

Overpayment
Refunds

Overpayment
Refund
Status

Uncashed
Checks

Taxing
Districts'
Financials

Property Tax
Appeal Board
Refunds

20-Year Tax
Bill History

Debt to
Property
Value

PROPERTY TAX EXEMPTION HISTORY

Property Index Number (PIN): 13-36- [REDACTED]

[BEGIN A NEW SEARCH](#)

For this PIN, here are the property tax exemptions for Tax Years 2017-2020.

You may also [view lists of properties](#) possibly missing senior exemptions for Tax Year 2018.

This information is updated every Monday.

	2020	2019	2018	2017
Homeowner Exemption:	NO	YES	NO	YES
Senior Citizen Exemption:	NO	YES	NO	YES
Senior Freeze Exemption:	NO	NO	NO	YES
Returning Veteran Exemption:	NO	NO	NO	NO
Disabled Person Exemption:	NO	NO	NO	NO
Disabled Veteran Exemption:	NO	NO	NO	NO

If you are entitled to an exemption you did not receive:

- [Apply for a missing exemption](#)
- Cook County Assessor's Office: 312.443.7550
- Owners of property outside the city of Chicago also may contact their [Township Assessor](#)

ELECTRONIC TAX BILL (PDF)

In July 2017, the Treasurer's Office began offering property owners the option to download or print their tax bill in PDF format. Previously, requests for duplicate bills were printed in hard copy form and mailed to owners.

The website has produced **more than 3 million electronic tax bills** since December 1, 2017.

20,025 electronic tax bills were generated on August 17, 2021, the highest number of bills produced on a single day.

Year	Quantity
2021	838,286
2020	813,050
2019	643,877
2018	647,279
2017 <small>(Introduced 12/1/2017)</small>	72,793
Total	3,015,285
<small>*Through October 1, 2021.</small>	

3,015,285

electronic tax bill requests from taxpayers

ELECTRONIC TAX BILL (PDF)



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#) [Exemptions](#) [Refunds](#) [Seniors](#) [Your Tax Bill](#) [Tax Sale](#) [Foreign Language Brochures](#) [Forms](#) [About The Office](#) [News and Video](#)

Your Property Tax Overview

Overview - Payments

Download Your Tax Bill

Name or Address Change

Tax

Exemptions

Delinquent Taxes

Overpayment Refunds

Overpayment Refund Status

Uncashed Checks

Taxing Districts' Financials

Property Tax Appeal Board Refunds

20-Year Tax Bill History

Debt to Property Value

GET A COPY OF YOUR COOK COUNTY PROPERTY TAX BILL

Property Index Number (PIN): 17-06-430-020-0000

[BEGIN A NEW SEARCH](#)

Download Your Tax Bill

Open a PDF of your tax bill that can be printed and used to pay in person or by mail.

[Tax Year 2020 Second Installment](#) Due Friday, October 1, 2021

 [Tax Year 2019 Second Installment](#) Due Monday, August 3, 2020

 [Tax Year 2018 Second Installment](#) Due Thursday, August 1, 2019

Stop receiving your tax bill by mail.

[Sign up for eBilling to receive future tax bills via email.](#)
[BEGIN A NEW SEARCH](#) [Print](#)

DISCLAIMER: The information on this screen comes from many sources, few of which are in the responsibility for their PIN, property location, taxpayer address, and payment amounts posted due

TOTAL PAYMENT DUE

\$2,590.16

By 11/01/2021

2020 Second Installment Property Tax Bill - Cook County Electronic Bill

Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
17-06-430-020-0000	585	77001	2020	(2021)	WEST CHICAGO	2-41
IF PAYING LATE, PLEASE PAY	11/02/2021 - 12/01/2021	12/02/2021 - 01/01/2022	01/02/2022 - 02/01/2022	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW		
	\$2,627.09	\$2,664.02	\$2,700.95			

TAXING DISTRICT BREAKDOWN

Taxing Districts	2020 Tax	2020 Rate	2020 %	Pension	2019 Tax
MISCELLANEOUS TAXES					
Metro Water Reclamation Dist of Chicago	134.64	0.378	5.47%	14.95	125.34
Parks-Museum/Aquarium Bond	0.00	0.000	0.00%		0.00
Chicago Park District	117.19	0.329	4.76%	4.98	105.04
Miscellaneous Taxes Total	251.83	0.707	10.23%		230.38
SCHOOL TAXES					
Board of Education Chicago	1,302.23	3.656	52.90%		1,166.44
Chicago Community College District	53.78	0.151	2.18%		48.01
School Taxes Total	1,356.01	3.807	55.08%		1,214.45
MUNICIPALITY/TOWNSHIP TAXES					
Chicago School Bldg & Imp Fund	59.13	0.166	2.40%		54.46
Chicago Library Fund	49.87	0.140	2.03%		38.99
City of Chicago	562.78	1.580	22.86%	389.67	516.52
Municipality/Township Taxes Total	671.78	1.886	27.29%		609.97
COOK COUNTY TAXES					
Cook County Forest Preserve District	20.66	0.058	0.84%	0.71	19.01
County of Cook	96.88	0.272	3.94%	30.98	88.61
Cook County Public Safety	47.02	0.132	1.91%		43.18
Cook County Health Facilities	17.45	0.049	0.71%		14.50
Cook County Taxes Total	182.01	0.511	7.40%		165.30
(Do not pay these totals)	2,461.63	6.911	100.00%		2,220.10

WEBSITE – WARNING FOR SOLD/FORFEITED TAXES

“Your Property Tax Overview” tells property owners if taxes were sold or forfeited at the Annual Tax Sale.

A message warns property owners to contact the Cook County Clerk to redeem sold taxes. **11,920 properties were sold in the May 2019 sale.**

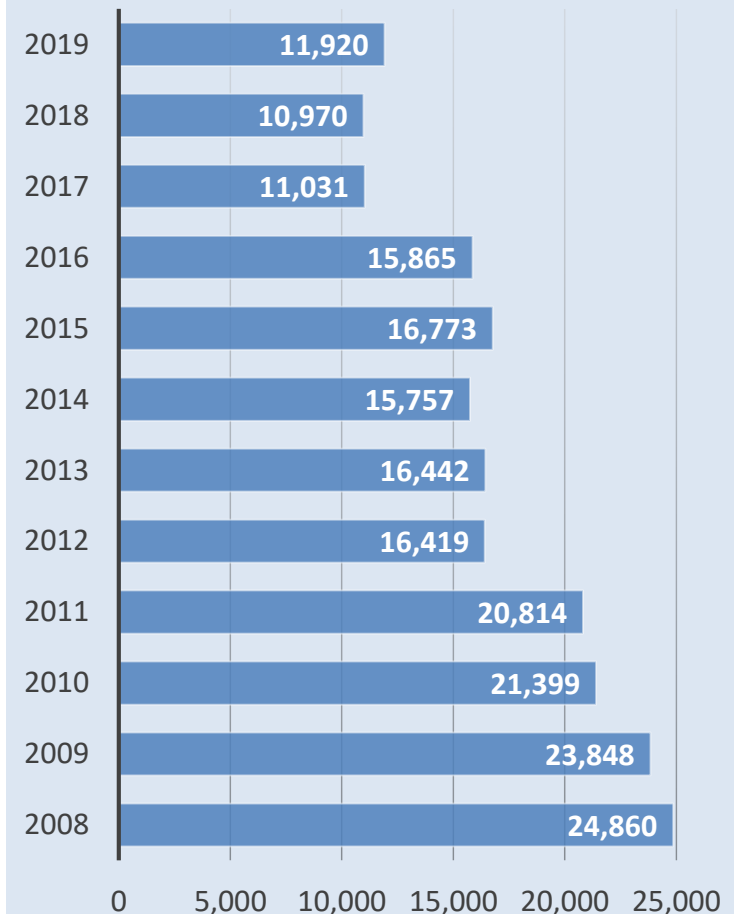
The 2018 Annual Tax Sale scheduled for May 2020 was postponed due to the COVID-19 pandemic. It will begin on November 5, 2021.

Redeeming taxes as soon as possible is important to avoid costly interest charges.


11,920

number of properties sold at the May 2019 tax sale

PINs Sold in Annual Tax Sale



WEBSITE – WARNING FOR SOLD/FORFEITED TAXES



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Sale](#)
[Foreign Language Brochures](#)
[Forms](#)
[About The Office](#)
[News and Video](#)

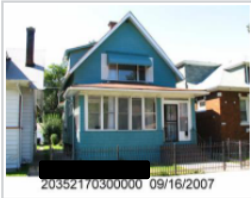
Your Property Tax Overview

[Overview - Payments](#)
[Download Your Tax Bill](#)
[Name or Address Change](#)
[Tax Exemptions](#)
[Delinquent Taxes](#)
[Overpayment Refunds](#)
[Overpayment Refund Status](#)
[Uncashed Checks](#)
[Taxing Districts' Financials](#)
[Property Tax Appeal Board Refunds](#)
[20-Year Tax Bill History](#)

OVERVIEW - PAYMENTS

Property Index Number (PIN): 20-35- [REDACTED] [BEGIN A NEW SEARCH](#)

[Scroll down for more information.](#)




Property Location:
[REDACTED] KIMBARK AVE
CHICAGO, IL 60619-3421

Mailing Information:
[REDACTED]
CHICAGO, IL 60620-1064

[Update Your Information](#)

Are Your Taxes Paid?



URGENT!

YOUR DELINQUENT TAXES
HAVE BEEN SOLD FOR TAX YEAR(S): 2017

CONTACT [THE COUNTY CLERK](#) TO FIND OUT THE AMOUNT YOU OWE

Tax Year 2018 (billed in 2019) Total Amount Billed: \$2,660.99

1st INSTALLMENT - Tax Year 2018		2nd INSTALLMENT - Tax Year 2018	
Original Billed Amount:	\$1,450.14	Original Billed Amount:	\$1,210.85
Due Date:	03/01/2019	Due Date:	08/01/2019

WEBSITE – MESSAGE FOR TAX BILLS RETURNED BY USPS

To help homeowners who have mail-delivery problems, cookcountytreasurer.com now shows when tax bills have been returned by the U.S. Postal Service.

The Treasurer's Office has reduced the number of properties with incorrect mailing addresses by nearly a third, to **52,928 for the TY2020 First Installment**.


To see if your bills have been returned or to change the name and address on your bill, visit cookcountytreasurer.com and:

- Select the purple box labeled "Your Property Tax Overview"
- Enter your address or Property Index Number (PIN)
- Look for a red warning box that appears if your bills have been returned
- Select "Update Your Information" to change the taxpayer name or mailing address

52,928

properties with returned tax bills

WEBSITE – MESSAGE FOR TAX BILLS RETURNED BY USPS


MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Sale](#)
[Foreign Language Brochures](#)
[Forms](#)
[About The Office](#)
[News and Video](#)


Your Property Tax Overview

[Overview - Payments](#)
[Download Your Tax Bill](#)
[Name or Address Change](#)
[Tax Exemptions](#)
[Delinquent Taxes](#)
[Overpayment Refunds](#)
[Overpayment Refund Status](#)
[Uncashed Checks](#)
[Taxing Districts' Financials](#)
[Property Tax Appeal Board Refunds](#)
[20-Year Tax Bill History](#)

OVERVIEW - PAYMENTS

Property Index Number (PIN): 27-13- [REDACTED] [BEGIN A NEW SEARCH](#)

Scroll down for more information.



27132010331086 11/27/2007

Property Location:
[REDACTED] EVERGREEN DR
ORLAND PARK, IL 60462-6636

Mailing Information:
[REDACTED]
ORLAND PARK, IL 60462-5311

NOTICE: The U.S. Postal Service has returned our bills and notices! Please update the mailing information by clicking on this link.

Are Your Taxes Paid?

Tax Year 2018 (billed in 2019) Total Amount Billed: \$224.36

1st INSTALLMENT - Tax Year 2018

Original Billed Amount:	\$120.65
Due Date:	03/01/2019
Tax:	\$0.00
Interest:	\$0.00
Current Amount Due:	\$0.00

2nd INSTALLMENT - Tax Year 2018

Original Billed Amount:	\$103.71
Due Date:	08/01/2019
Tax:	\$0.00
Interest:	\$0.00
Current Amount Due:	\$0.00

Total Amount Due: \$0.00

[Expand Payment Details](#) ▼

WEBSITE – ELECTRONIC NAME/ADDRESS CHANGES

The site was upgraded on June 6, 2019 to accept electronic name and address changes.

The simple, electronic process eliminates the need for paper applications to be sent to the Treasurer's Office and processed by hand.

More than 120,980 electronic name and address updates have been made by Cook County property owners since the process went live.

Once a change has been initiated, a message informs the requestor of the pending change.

120,980

electronic name and address changes made

Year	Quantity
2021	49,885
2020	36,943
2019	34,152
Total	120,980
*Through October 1, 2021.	

Mailing Information:

HARWOOD HTS, IL 60706-7302

A name or mailing address change is pending. Please allow 3-4 days for the request to be completed.

[Update Your Information](#)

WEBSITE – ELECTRONIC NAME/ADDRESS CHANGES



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#) [Exemptions](#) [Refunds](#) [Seniors](#) [Your Tax Bill](#) [Tax Dates](#) [Foreign Language Brochures](#) [Forms](#) [About The Office](#) [News and Video](#)

Update Your Name or Mailing Address

Property Index Number (PIN): 28-03-



Property Location:

KENTON AVE
CRESTWOOD, IL 60418-1938

Current Mailing Information:

CRESTWOOD, IL 60418-1938

* Indicates required field

Reason for Changes

* Reason for Changing Your Name or Address:

Change of Name

New Mailing Information

* Taxpayer Name (Maximum Length of 22 Characters):

* Mailing Address (Maximum Length of 22 Characters):

* City and State:

Enter your zip code and then select your city and state.

* Zip Code:

Contact Information

* Submitter Name:

* Email Address:

(example: username@domain.com)

* Verify Email Address:

WEBSITE – REFUND STATUS

The Treasurer's Office automatically issued nearly 11,500 refunds to taxpayers totaling \$25.4 million in September 2021. Since November 2018, the Treasurer's Office has issued **121,00 automatic refunds totaling about \$82 million.**

The site displays the status of a refund, including the amount, expected refund date, and then the actual refund date once issued.

The refunds were a result of property tax exemptions applied to the second installment tax bill. **Taxpayers do not need to submit a paper application for these refunds.**

\$82 million

automatic refunds issued since November 2018

WEBSITE – REFUND STATUS



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Sale](#)
[Foreign Language Brochures](#)
[Forms](#)
[About The Office](#)
[News and Video](#)

Your Property Tax Overview

Overview -
Payments

Download
Your Tax Bill

Name or
Address
Change

Tax
Exemptions

Delinquent
Taxes

Overpayment
Refunds

Overpayment
Refund
Status

Uncashed
Checks

Taxing
Districts'
Financials

Property Tax
Appeal Board
Refunds

20-Year Tax
Bill History

Debt to
Property
Value

RESULTS OF OVERPAYMENT REFUND SEARCH

Property Index Number (PIN): 19-31- [REDACTED]

[BEGIN A NEW SEARCH](#)

Are There Any Overpayments on Your PIN?

Please be aware that if you did not own the property or make the payments at the time of the overpayment, you are not entitled to the refund.

Tax Year 2020 (billed in 2021)

Installment	Refund Amount	Refund Method
1st	\$968.43	Electronic refund to payment account

Refunded on 09/30/2021. Check your account statement to verify the funds were received.

The Treasurer's Office issues some refunds without requiring an application.

- Electronic: The refund is deposited directly into the bank account from which the payment was made
- Check: The refund is mailed to the property owner whose mortgage company made the overpayment

WEBSITE – TAXING DISTRICT DEBT AND PENSION

The Taxing Districts' Debt and Pension data is easily accessible online, allowing taxpayers to electronically obtain the financial information they need to make informed decisions about the local agencies that receive a share of their property taxes.

The Treasurer's Debt Disclosure data includes important information like current employees versus retirees and lists total debts ranked worst to best.



\$153.4 billion

total debt of the 547 primary taxing agencies

WEBSITE – TAXING DISTRICT DEBT AND PENSION

Highlights of Your Taxing Districts' Debt and Pension

Select a taxing district name for detailed financial data.

Your Taxing Districts	Money Owed by Your Taxing Districts (minus Total Net Pension Liability)	Pension and Healthcare Amounts Promised by Your Taxing Districts	Amount of Pension and Healthcare Shortage	Employees	Retirees	Difference
South Cook Mosquito Abatement Harvey	\$1,871,888	\$4,639,938	\$356,170	44	20	24
Metro Water Reclamation Dist of Chicago	\$3,404,722,000	\$2,909,890,000	\$1,377,581,000	1,953	2,483	-530
Riverdale Public Library	\$36,004	\$3,199,307	\$328,818	4	13	-9
Riverdale Park District	\$273,994	\$0	\$0	2	0	2
South Suburban Coll Dist 510 (S Holland)	\$25,798,439	\$0	\$0	478	0	478
Thornton Township High Schools Dist 205	\$45,939,774	\$47,554,429	\$4,081,643	644	474	170
Riverdale School District 133	\$180,000	\$2,976,043	(\$99,030)	48	180	-132
Village of Riverdale	\$30,390,989	\$121,290,853	\$92,115,099	98	97	1
Town of Calumet	\$321,191	\$3,203,583	\$525,676	25	15	10
Cook County Forest Preserve District	\$193,646,842	\$457,040,680	\$246,669,734	630	532	98
County of Cook	\$6,898,027,070	\$23,257,290,307	\$13,395,266,525	22,074	19,143	2,931

Reports and Data for All Taxing Districts

View the financial reports filed by 547 local Taxing Districts across Cook County pursuant to the Debt Disclosure Ordinance authored by Treasurer Maria Pappas.

- [Read the Executive Summary](#)
- [Read the Debt Report](#)
- [Cook County Debt Map](#)
- [Correlation Chart Between Debt and Higher Taxes](#)
- [Search your property to find out what portion of local government debt is attributed to your property](#)
- [Debt to Property Value by Municipality - Residential and Commercial](#)
- [Debt and Disclosure Data](#)
- [Browse all financial reports filed by a specific local government](#)

WEBSITE – FOREIGN LANGUAGE CONTENT

The Treasurer's Office has a feature on the website that allows property owners to use cookcountytreasurer.com in **108 different languages**.

The Treasurer's Office implemented translation services directly into the code. By simply selecting a button, the site's content is translated into the desired language via Google Translate.

108 foreign languages
available on cookcountytreasurer.com

Afrikaans	Hindi	Polish
Albanian	Hmong	Portuguese
Amharic	Hungarian	Punjabi
Arabic	Icelandic	Romanian
Armenian	Igbo	Russian
Azerbaijani	Indonesian	Samoan
Basque	Irish	Scots Gaelic
Belarusian	Italian	Serbian
Bengali	Japanese	Sesotho
Bosnian	Javanese	Shona
Bulgarian	Kannada	Sindhi
Catalan	Kazakh	Sinhala
Cebuano	Khmer	Slovak
Chichewa	Kinyarwanda	Slovenian
Chinese (Simplified)	Korean	Somali
Chinese (Traditional)	Kurdish (Kurmanji)	Spanish
Corsican	Kyrgyz	Sundanese
Croatian	Lao	Swahili
Czech	Latin	Swedish
Danish	Latvian	Tajik
Dutch	Lithuanian	Tamil
Esperanto	Luxembourgish	Tatar
Estonian	Macedonian	Telugu
Filipino	Malagasy	Thai
Finnish	Malay	Turkish
French	Malayalam	Turkmen
Frisian	Maltese	Ukrainian
Galician	Maori	Urdu
Georgian	Marathi	Uyghur
German	Mongolian	Uzbek
Greek	Myanmar (Burmese)	Vietnamese
Gujarati	Nepali	Welsh
Haitian Creole	Norwegian	Xhosa
Hausa	Odia (Oriya)	Yiddish
Hawaiian	Pashto	Yoruba
Hebrew	Persian	Zulu

WEBSITE – FOREIGN LANGUAGE CONTENT



MARIJA PAPPAS, KUHARSKA ŽUPANIJSKA RIZNICA

[Plaćanja](#) [Izuzeci](#) [Povrat novca](#) [Starije osobe](#) [Vaš porezni račun](#) [Porezna prodaja](#) [Brošure stranih jezika](#) [Obrasci](#) [O Uredu](#) [Vijesti i video](#)

Pappas studije

- Porezna godina 2020. Analiza poreznih računa
- Studija prodaje skupljača otpada
- Povijest 20-godišnjeg poreza na nekretnine
- Pogledajte 50 najvećih povećanja poreza od 2000. prema odjelu i predgrađu Chicaga
- Odziv birača 2011.-2020
- Studija duga - Pogledajte oporezivi dug okruga pripisan vašoj nekretnini.

Pregled vašeg poreza na imovinu

- Pogledajte oporezivi dug okruga pripisan vašoj nekretnini
- Pretražite 72 milijuna dolara u dostupnim povratima poreza na nekretnine
- Pretražite 43 milijuna dolara u nedostatku izuzetaka unatrag četiri godine
- Promijenite ime i poštansku adresu

Platite putem Interneta besplatno

- Upotrijebite svoj bankovni račun za plaćanje poreza na imovinu bez naknade

Više načina plaćanja

- Ioviti
- Banka zajednice
- Pošta
- Naš Ured

Izbjegavajte prodaju poreza

- Jesu li vam porezi nepodmireni?

Obrasci za preuzimanje

- Prijavite se za povrat novca
- Primite račun putem e-pošte
- Zatražite odgodu poreza za starije osobe, vojsku

WEBSITE – NEW INFORMATIONAL BROCHURES

Taxpayers may view and download informational brochures - revised in 2021 in English and 27 foreign languages (including 4 new languages) - on cookcountytreasurer.com:

- **Albanian** ▪ **Czech** ▪ **Japanese** ▪ **Slovakian**
- **Arabic** ▪ **Filipino** ▪ **Korean** ▪ **Spanish**
- **Armenian** ▪ **German** ▪ **Lithuanian** ▪ **Thai**
- **Assyrian** ▪ **Greek** ▪ **Polish** ▪ **Ukrainian**
- **Bulgarian** ▪ **Hebrew** ▪ **Romanian** ▪ **Urdu**
- **Chinese** ▪ **Hindi** ▪ **Russian** ▪ **Vietnamese**
- **Croatian** ▪ **Italian** ▪ **Serbian**

The informational brochures have been downloaded **519,105** times (foreign brochures downloaded 423,281 times) since 2006.

The office has eliminated the need for translators since foreign language information is readily available.

519,105
brochure downloads

Language	Total (as of 10/3/2021)
Albanian	9,049
Arabic	19,886
Armenian*	3
Assyrian	13,265
Bulgarian	13,221
Chinese	29,407
Croatian	21,398
Czech	7,539
English	95,824
Filipino*	18
German	9,858
Greek	10,337
Hebrew*	27
Hindi	969
Italian	10,374
Japanese	3,023
Korean	24,056
Lithuanian	10,026
Polish	134,956
Romanian	14,699
Russian	18,394
Serbian	14,038
Slovakian	5,601
Spanish	32,475
Thai	3,827
Ukrainian	7,974
Urdu	8,853
Vietnamese*	8
Total Downloads	519,105

* NEW LANGUAGE ADDED IN 2021



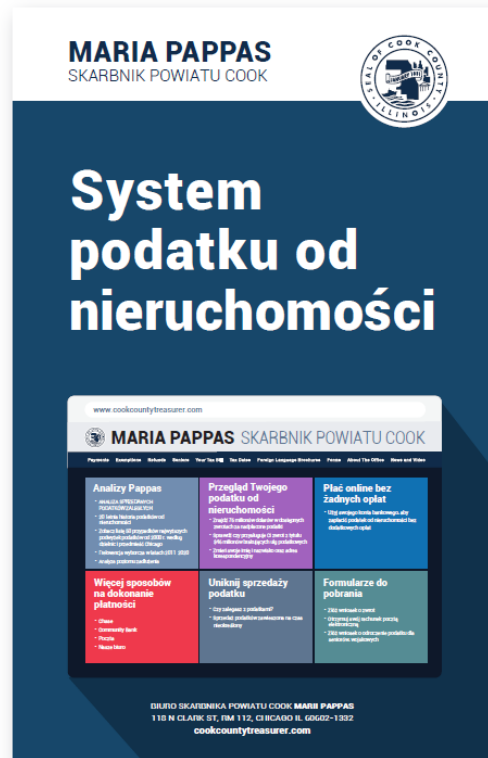
MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#) [Exemptions](#) [Refunds](#) [Seniors](#) [Your Tax Bill](#) [Tax Sale](#) [Foreign Language Brochures](#) [Forms](#) [About The Office](#) [News and Video](#)

Foreign Language Brochures

The Cook County Treasurer's Office's brochure, "The Property Tax System," contains useful information for property owners. The brochure is offered in English and 27 other languages.

Albanian	Shqip
Arabic	عربي
Armenian	Հայերեն
Assyrian	ܐܪܡܝܝܬܐ
Bulgarian	Български
Chinese	中文
Croatian	Hrvatski
Czech	Česky
English	English
Filipino	Filipino
German	Deutsch
Greek	Ελληνικά
Hebrew	עברית
Hindi	हिन्दी
Italian	Italiano
Japanese	日本語
Korean	한국어
Lithuanian	Lietuviškai
Polish	Polski
Romanian	Română
Russian	Русский язык
Serbian	Srpski
Slovakian	Slovensky



Major Initiatives



PAPPAS STUDIES: 20-YEAR TAX BILL HISTORY

Using data amassed to date, the report documented that **property taxes rose by 99%**, while local wages increased only 57% and the cost of living increased by only 36% from 2001 to 2020.

- **Residential properties** skyrocketed 164% in Chicago, 116% in suburbs.
- **Commercial properties** jumped 81% in Chicago, 54% in suburbs.

Any taxpayer can see their own 20-year increase on cookcountytreasurer.com. Interactive maps on the website show changes by suburb or Chicago ward.



99 percent
total tax increase for all properties since 2000

PAPPAS STUDIES: 20-YEAR TAX BILL HISTORY

Your Property Tax Overview

Overview -
Payments
Download
Your Tax Bill

Name or
Address
Change

Tax
Exemptions

Delinquent
Taxes

Overpayment
Refunds

Overpayment
Refund
Status

Uncashed
Checks

Taxing
Districts'
Financials

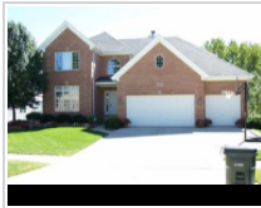
Property Tax
Appeal Board
Refunds

20-Year Tax
Bill History

20-YEAR TAX BILL HISTORY

Property Index Number (PIN): 02-16-

BEGIN A NEW SEARCH



Property Location:

PALATINE, IL 60067-4861

Mailing Information:

PALATINE, IL 60067-4861

Update Your Info

20-Year Property Tax Bill History

Tax Year 2000:	\$3,868.80
Tax Year 2019:	\$15,933.88
Difference:	+ \$12,065.08
Percent Change:	+ 311.86%

Read "The Paper"

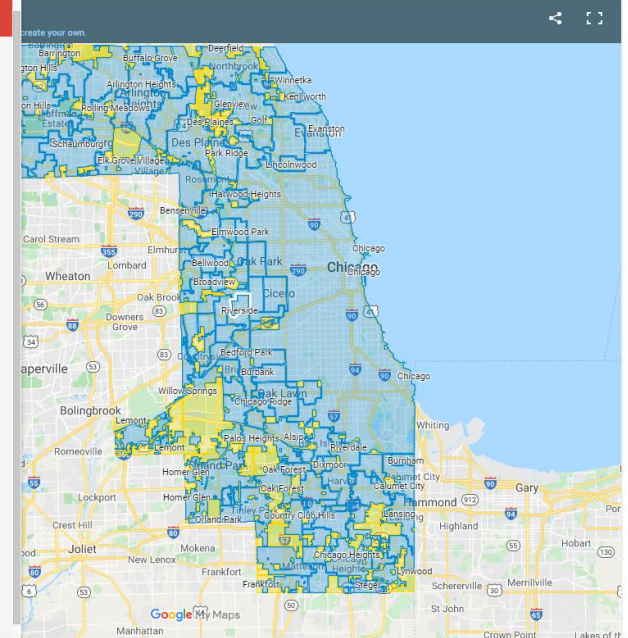
Cook County S

Chicago by Wa

Suburban Cook County Map

Riverside

name
Riverside
Total Taxes Billed - Tax Year 2000
\$15,942,139
Total Taxes Billed - Tax Year 2019
\$36,112,987
Difference
\$20,170,849
Percent Change
127%



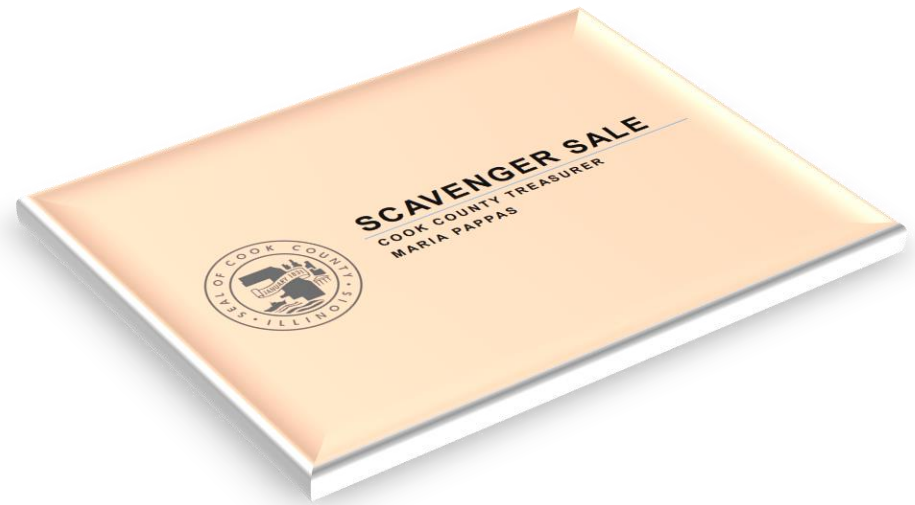
PAPPAS STUDIES: SCAVENGER SALE STUDY

A study found that the Scavenger Sale, designed to put vacant and abandoned properties back in productive use has failed decade after decade to accomplish that goal.

Of the 51,320 properties offered at the last seven sales, 25,601 (50%) were classified as vacant lots.

Areas in Cook County that have the most delinquent properties also are:

- losing population
- have large property tax increases
- have the most violent crime



50 percent
scavenger properties that are vacant lots

PAPPAS STUDIES: SCAVENGER SALE STUDY



2007-2019 SUMMARY STATISTICS

51,320 UNIQUE PROPERTIES

- Properties have been listed multiple times at the seven Scavenger Sales between 2007 and 2019. There have been **145,030 total listings** for the seven sales.
- The 145,030 figure translates into **51,320 actual, unique properties** because many are offered at multiple Scavenger Sale years.
- Of the 51,320 unique properties:
 - **25,601 are vacant lots**
 - **21,171 are residential properties**
 - **4,548 are commercial/industrial properties**

Classification	Unique Properties	Percent
Vacant Lots	25,601	49.9%
Residential	21,171	41.2%
Commercial/Industrial	4,548	8.9%
Total	51,320	

PAPPAS STUDIES: 50 LARGEST TAX INCREASES SINCE 2000

Another study in January 2021 disclosed the Top 50 Property Index Numbers (PINs) with the largest tax increases from 2000 to 2019 in Chicago and the suburbs, for both residential and commercial property.

Found that some properties, in gentrifying neighborhoods, saw increases by as much as 2,000%.

The bill for a condominium on East Lake Shore Drive in Chicago jumped 1,890%, from \$6,700 to nearly \$134,000.

A two-story house in suburban Winnetka saw a 1,174% tax increase, from \$53,000 to \$675,000.



99 percent

total tax increase for all properties since 2000

PAPPAS STUDIES: 50 LARGEST TAX INCREASES SINCE 2000



TOP 5 CHICAGO RESIDENTIAL INCREASES

Sorted by % Change – Property Taxes Billed – Tax Years 2000 – 2019

#1	2 nd Ward – Ald. Brian Hopkins	#2	1 st Ward – Ald. Daniel La Spata	#3	2 nd Ward – Ald. Brian Hopkins
					
PIN	17-03-208-034-1011	PIN	17-06-216-131-1006	PIN	17-03-208-034-1001
Property Location	East Lake Shore Drive	Property Location	West Evergreen Avenue	Property Location	East Lake Shore Drive
Classification	2-99 Condominium	Classification	2-99 Condominium	Classification	2-99 Condominium
2000	\$2,199.25	2000	\$451.47	2000	\$6,731.71
2019	\$47,782.7	2019	\$9,085.02	2019	\$133,954.83
Change	\$45,583.45	Change	\$8,633.55	Change	\$127,223.12
% Change	2,073%	% Change	1,912%	% Change	1,890%

The Pappas Study - 20 Year Property Tax Study

PAPPAS STUDIES: VOTER TURNOUT 2011-2020

The Voter Turnout figures show only about one-quarter of all citizens eligible to vote actually cast a ballot in most elections.

Since 2011:

- **Only 28.7% of the City of Chicago** voting-age population has cast ballots in elections.
- In **suburban Cook County**, only **26.4%** of the voting-age population has cast ballots.



25 percent

approximate voting-age population that votes

PAPPAS STUDIES: VOTER TURNOUT 2011-2020



VOTING STATISTICS IN COOK COUNTY

City of Chicago

Election Year/Type	Voting Age Population	Voter Turnout	Turnout Compared to Voting Age Population
2020 Primary*	2,143,207	575,985	26.90%
2019 Runoffs	2,143,207	526,886	24.6%
2019 General	2,143,207	560,701	26.2%
2018 General	2,141,930	912,061	42.6%
2018 Primary	2,141,930	575,985	26.9%
2016 General*	2,119,647	1,115,664	52.6%
2016 Primary*	2,119,647	810,823	38.3%
2015 Runoffs	2,114,241	592,524	28.0%
2015 General	2,114,241	483,700	22.9%
2014 General	2,102,271	668,033	31.8%
2014 General	2,102,271	226,309	10.8%
2012 General*	2,080,903	1,028,870	49.4%
2012 Primary*	2,080,903	315,154	15.1%
2011 General	2,068,768	594,734	28.7%
2011 Runoffs	2,068,768	114,691	5.5%
Grand Total	31,685,141	9,102,120	28.7%

Suburban Cook County

Election Year/Type	Voting Age Population	Voter Turnout	Turnout Compared to Voting Age Population
2020 Primary*	1,909,961	461,966	24.20%
2019 Consolidated	1,909,961	225,973	11.8%
2018 Primary	1,921,364	450,143	23.4%
2018 General	1,921,364	883,457	46.0%
2017 Consolidated	1,928,696	272,610	14.1%
2016 Primary*	1,921,268	701,525	36.5%
2016 General*	1,921,268	1,089,840	56.7%
2015 Consolidated	1,923,018	201,180	10.5%
2014 Primary	1,917,928	232,088	12.1%
2014 General	1,917,928	696,403	36.3%
2013 Consolidated	1,911,086	275,637	14.4%
2012 Primary*	1,890,123	329,537	17.4%
2012 General*	1,890,123	1,001,693	53.0%
2011 Consolidated	1,875,472	233,350	12.4%
Grand Total	26,759,560	7,055,402	26.4%

*Indicates Presidential Election

PAPPAS STUDIES: DEBT STUDY

Since 2009, the office has collected debt figures for 547 local governments in Cook County that set 2,200 different taxing district levies. **Total debt in Cook County is \$153.4 billion.**

From 2016 to early 2021, the total debt grew by \$22.8 billion (16.6%). During that same period, the consumer price index (CPI) in the Chicago region grew by just 8%.

Found that dozens of local governments had pensions funded at levels well below 80%, with some falling below 30%. Much of the debt is rooted in unfunded pension liabilities.

Functionality now on cookcountytreasurer.com allows owners to see the total amount of local government debt attributed to a property.



\$153.4 billion


total debt of the 547 primary taxing agencies

PAPPAS STUDIES: DEBT STUDY

Property owners can see the level of debt attributed to their property value at cookcountytreasurer.com.

At the time of the study, the Willis (Sears) Tower carried a **total debt of 45.6% of its property value**.

TAXING DISTRICT DEBT ATTRIBUTED TO YOUR PROPERTY
Property Index Number (PIN): **17-16-216-009-0000**



17162160090000 07/02/2007

Property Location:
233 S WACKER DR
CHICAGO, IL 60606-7147

Mailing Information:
PROPERTY TAX
P O BOX A-3879
CHICAGO, IL 60690-3879

[Update Your Information](#)

Total Taxing District Debt Attributed to Your Property:	\$317,715,721
Property Value:	\$696,999,996
Total Debt % Attributed to Your Property Value:	45.6%

PAPPAS STUDIES: TAX YEAR 2020 TAX BILL ANALYSIS

In August 2021, the office released a first-of-its-kind analysis of nearly 1.8 million bills.

Taxes billed this year totaled \$16.1 billion, an increase of **\$534 million, or 3.4%**, from last year.

- **Commercial property** was billed more than \$7 billion, an increase of \$410 million, or 6.2%, from last year.
- **Residential property** was billed \$8.9 billion, an increase of \$114 million, or 1.3%, from last year.

The biggest tax bill increases occurred primarily in financially struggling Black and Latino communities.

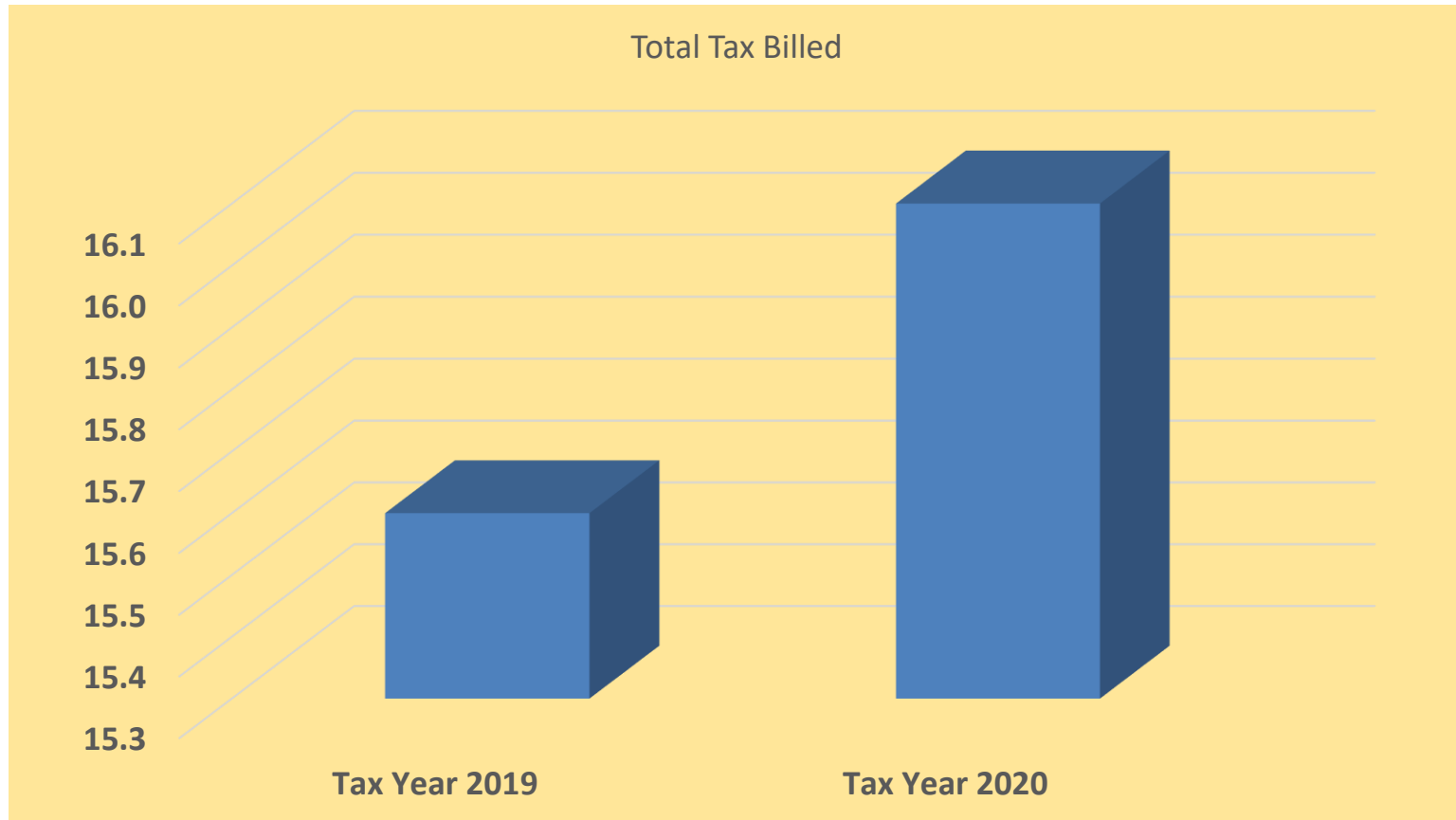


\$16.1 billion

total billed for tax year 2020, payable in 2021

PAPPAS STUDIES: TAX YEAR 2020 TAX BILL ANALYSIS

Tax Year 2020 Total Property Taxes Billed in Cook County – (Payable in 2021)



Tax Year 2020 increase from 2019: 3.425%

DDO AMENDMENT – TIF DATA

The amendment to the Debt Disclosure Ordinance, approved by the Cook County Board of Commissioners in February 2021, will increase disclosure of Tax Increment Financing districts in Cook County.

The amendment gives taxpayers the opportunity to examine how TIF dollars have been spent. This information will be posted on cookcountytreasurer.com for taxpayers to view and download at a later date once municipalities comply with the requirement and upload data to the Treasurer's Office.

Tax Year	TIF Revenue
2020	\$1.5 billion
2019	\$1.3 billion
2018	\$1.2 billion
2017	\$1.0 billion
2016	\$852 million
2015	\$718 million
2014	\$644 million
2013	\$683 million
2012	\$723 million
2011	\$729 million

PROPERTY TAX BILLS

The Treasurer's Office contracts with Sebis Direct Inc. to print the semi-annual 1.8 million tax bills offsite instead of in house.

Tax Year 2020 installment tax bills were produced with Sebis in January 2021 and August 2021.

Sebis receives the property tax data from electronic files and prints each bill's data at the same time as the form layout, thereby combining processes that had been separate in prior years.

Printing, folding, inserting and mailing are now all handled as a single process.

TOTAL PAYMENT DUE		2020 First Installment Property Tax Bill						
\$ 2,852.93		Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
By 03/02/21 (on time)		10-36-310-028-0000	504	75001	2020	2021	ROGERS PARK	2-02
IF PAYING AFTER 03/02/21 - PLEASE PAY	03/03/21 - 04/01/21 \$2,852.93	OR	04/02/21 - 05/01/21 \$2,852.93	OR	05/04/21 - 06/01/21 \$2,895.72			
TAXING DISTRICT DEBT AND FINANCIAL DATA								
Your Taxing Districts	Pension and Money Owed by Your Taxing Districts	Healthcare Amount Borrowed by Your Taxing District						
Metro Water Reclamation Dist of Chicago	\$3,404,722.000	\$2,909,890.0						
Chicago Park District	\$1,447,590.000	\$1,665,945.0						
Board of Education Chicago	\$13,408,938.000	\$27,721,071						
Chicago Community College Dist	\$514,035,889	\$96,287.0						
City of Chicago	\$42,103,151.000	\$42,196,885.0						
Cook County Forest Preserve District	\$193,646,842	\$457,040.0						
County of Cook	\$6,898,027.070	\$25,257,290.3						
Total	\$67,770,110,801	\$98,306,408.0						
PAY YOUR TAXES ONLINE at cookcountytreasurer.com from your bank								
TAX CALCULATOR								
2019 TOTAL TAX		5,187.15						
2020 ESTIMATE		X 55%						
2020 TOTAL TAX		= 2,852.93						
The First Installment amount is 55% of last year's total taxes. All exemptions, such as homeowner and senior exemptions, will be reflected on your Second Installment tax bill.								
PROPERTY								
6612 N MOZART CHICAGO IL 60645								
DETACH & INCLUDE WITH PAYMENT								
TOTAL PAYMENT DUE		IMPORTANT PAYMENT MESSAGES						
\$ 2,852.93		This tax bill has been identified to be paid by a bank/mortgage company. Verify by contacting Do not double-pay this bill.						
By 03/02/21 (on time)		If paying later, refer to amounts above.						
00202001007103631002600009008922400002652930000000		SN 0020200100 RTH 500001075 AN (see PIN)						
00202001007103631002600009008922400002652930000000		00202001007103631002600009008922400002652930000000						

TOTAL PAYMENT DUE		2020 Second Installment Property Tax Bill						
\$ 2,294.59		Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
By 10/01/21 (on time)		10-36-310-028-0000	504	75001	2020	2021	ROGERS PARK	2-02
IF PAYING LATE, PLEASE PAY	10/02/21 - 10/01/21 \$2,329.01	OR	11/02/21 - 12/01/21 \$2,363.43	OR	12/02/21 - 01/01/22 \$2,397.85	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW		
TAXING DISTRICT BREAKDOWN								
Taxing District	2020 Tax	2020 Rate	2020 %	Pension	2019 Tax			
MISCELLANEOUS TAXES								
Metro Water Reclamation Dist of Chicago	281.55	0.378	5.47%	31.28	292.86			
Park Museum/Aquarium Bond	0.00	0.000	0.00%	0.00	0.00			
Chicago Park District	245.08	0.329	4.76%	10.42	245.43			
Miscellaneous Taxes Total	526.60	0.707	10.23%		538.29			
SCHOOL TAXES								
Board of Education Chicago	2,723.10	3.656	52.90%		2,725.32			
Chicago Community College District	12.47	0.161	2.18%		12.17			
School Taxes Total	2,835.57	3.807	55.08%		2,837.49			
MUNICIPALITY/TOWNSHIP TAXES								
Chicago School Bldg & Imp Fund	123.64	0.166	2.40%		127.23			
Chicago Library Fund	104.28	0.140	2.03%		91.09			
City of Chicago	1,176.83	1.580	22.86%	814.84	1,206.82			
Municipality/Township Taxes Total	1,404.75	1.886	27.29%		1,425.14			
COOK COUNTY TAXES								
Cook County Forest Preserve District	43.20	0.058	0.84%	1.48	44.40			
County of Cook	202.58	0.272	3.94%	64.80	207.04			
Cook County Public Safety	98.32	0.132	1.91%		100.88			
Cook County Health Facilities	36.50	0.049	0.70%		33.88			
Cook County Taxes Total	380.60	0.511	7.40%		388.22			
(Do not pay these totals)	5,147.52	6.911	100.00%		5,187.14			
TAX CALCULATOR								
2019 Assessed Value		25,818						
2020 Total Tax Before Exemptions		5,147.52						
2020 Property Value		231,070						
2020 Assessment Level		X 10%						
2020 Assessed Value		23,107						
2020 State Equalizer		X 1.2234						
2020 Equalized Assessed Value (\$A)		74,483						
2020 Local Tax Rate		X 6.911%						
2020 Total Tax Before Exemptions		5,147.52						
2020 Total Tax (Payable in 2021)		5,147.52						
DETACH & INCLUDE WITH PAYMENT								
TOTAL PAYMENT DUE		IMPORTANT PAYMENT MESSAGES						
\$ 2,294.59		This tax bill has been identified to be paid by a bank/mortgage company. Verify by contacting your lender. Do not double-pay this bill.						
By 10/01/21 (on time)		If paying later, refer to amounts above.						
0020200200510363100260000900892240000232701100002363434000023785100002294596		SN 0020200200 RTH 500001075 AN (see PIN) TC 008923						
0020200200510363100260000900892240000232701100002363434000023785100002294596		0020200200510363100260000900892240000232701100002363434000023785100002294596						

BLACK AND LATINO HOUSES MATTER

Treasurer Maria Pappas launched the “Black Houses Matter” initiative in March 2020 to directly reach and assist homeowners in Cook County.

The initiative includes a weekly 30-minute radio show on WVON/1690-AM. During the show, Treasurer Pappas discusses the program and takes calls from taxpayers owed a tax refund or missing a property tax exemption.

The office continues to work with community leaders, ethnic groups, aldermen and other elected officials to help preserve homeownership and create opportunities for generational wealth-building.



BLACK AND LATINO HOUSES MATTER – PHONE BANKS

Treasurer Maria Pappas teamed with ABC 7 Chicago to host a series of phone banks.

The four “Black and Latino Houses Matter” phone banks sought to help Cook County homeowners find refunds, apply for property tax exemptions and avoid the Tax Sale.

Phone Bank Date	Total Refunds
March 11-17	\$12.5 million
May 12	\$2.7 million
June 16	\$1.7 million
September 21	\$2.2 million
Total	\$19.1 million

The image is a screenshot of a news broadcast graphic from ABC 7 Eyewitness News. At the top, the ABC 7 logo and 'EYEWITNESS NEWS' are visible, along with a 'WATCH LIVE' button. Below this, a headline reads 'WATCH | 'Black and Latino Houses Matter' phone bank flooded with calls'. The main graphic has a dark blue background with a city skyline silhouette at the bottom. The text on the graphic includes: 'Black and Latino Houses Matter' in large white letters, 'PHONE BANK' in smaller white letters, 'Call 312-603-5105' in large white letters, 'Monday-Wednesday' and '12pm-4pm' in white letters, and 'cookcountytreasurer.com' in white letters. A small inset box on the right side of the graphic features the Cook County Seal and the text 'MARIA PAPPAS COOK COUNTY TREASURER' and 'cookcountytreasurer.com'.

\$19.1 million

total refunds from Treasurer's Office phone banks

BLACK HOUSES MATTER

Black Communities – Refunds Issued (Overpayments and Exemptions)		
Municipality	Total Refunded 3/13/2020 -10/8/2021	
	# of Refunds Issued	\$ Value of Refunds Issued
Bellwood	1,147	\$2,500,493
Burnham	224	\$649,133
Calumet City	1,911	\$5,673,131
Calumet Park	492	\$715,395
Chicago (Majority Black Wards)	29,633	\$40,268,488
Country Club Hills	1,118	\$1,929,617
Dolton	1,457	\$2,150,047
East Hazel Crest	136	\$216,550
Flossmoor	485	\$2,397,308
Ford Heights	58	\$130,873
Glenwood	527	\$882,235
Harvey	1,481	\$2,104,623
Hazel Crest	797	\$1,468,776
Lynwood	380	\$624,308
Markham	1,084	\$1,855,441
Matteson	979	\$2,576,461
Maywood	977	\$2,154,883
Olympia Fields	357	\$977,378
Park Forest	1,409	\$3,378,295
Phoenix	170	\$112,979
Richton Park	711	\$1,027,794
Riverdale	779	\$1,198,631
Robbins	206	\$246,907
Sauk Village	663	\$672,089
South Holland	1,340	\$3,501,994
TOTAL	48,521	\$79,413,828

LATINO HOUSES MATTER

Latino Communities – Refunds Issued (Overpayments and Exemptions)		
Municipality	Total Refunded 3/13/2020 -10/8/2021	
	# of Refunds Issued	\$ Value of Refunds Issued
Berwyn	1,729	\$5,191,453
Cicero	1,612	\$3,342,338
Chicago (Majority Latino Wards)	13,237	\$20,740,985
Forest View	52	\$400,566
Hodgkins	128	\$1,948,222
Lyons	440	\$811,669
Melrose Park	787	\$2,268,618
Northlake	426	\$2,303,559
Posen	255	\$372,844
Stickney	203	\$321,477
Stone Park	175	\$297,939
Summit	411	\$1,145,306
TOTAL	19,455	\$39,144,976

STOP TAXPAYER OVER PAYMENT SYSTEM (STOPS)

STOPS was created by the Treasurer's Office to prevent the double payment of taxes and automatically return the second (duplicate) payment to the taxpayer.

If a payment is stopped, the payer is notified. The payer is given the opportunity to resubmit payment only if legally responsible. When this occurs, the first payee is authorized to receive a refund.

Nearly 114,000 payments (nearly \$533 million) that would have been issued as refunds have been stopped and returned since November 2010. Before STOPS, those payments would have been accepted and the payer required to request a refund.

Additional website enhancements were introduced in July 2019 to display pending payment information, an additional safeguard against overpayments.

\$533 million
duplicate payments stopped from taxpayers

Tax Year	Quantity	Dollar Amount
2020	10,370	\$60,789,652
2019	18,268	\$89,216,133
2018	5,403	\$28,145,398
2017	7,050	\$45,746,948
2016	6,946	\$34,948,957
2015	7,001	\$29,911,317
2014	10,401	\$45,920,361
2013	7,039	\$30,626,258
2012	13,123	\$54,940,477
2011	6,941	\$32,937,220
2010	12,019	\$51,541,178
2009	9,430	\$28,024,221
Total	113,991	\$532,748,120

*Through October 1, 2021.

ELECTRONIC REFUNDS – ELIMINATING PAPER APPLICATIONS

The Treasurer's Office introduced online electronic refund applications in May 2020. The process eliminates the need to download, print and mail a request for an overpayment refund.

48,807 electronic refund applications have been received since May 19, 2020.

Eliminating paper applications reduces the time it takes the office to issue refunds due to overpayments by one week.

Taxpayers can search for refunds by property address at cookcountytreasurer.com and select the "Apply Now" button to submit their claim.



48,807

electronic refund application from taxpayers

Automation Projects

Payments



AUTOMATION PROJECTS – PAYMENTS

In 1998, there were two payment options: mail and in-person at one of six office locations. Now, there are nine payment options.

1998

2 PAYMENT METHODS:

- Mail to Treasurer's Office
- In-Person at Treasurer's Office (6 Offices)

2022

9 PAYMENT METHODS:

- Mail to Lockbox
- In-Person at Chase (Nearly 400 Locations)
- In-Person at Community Banks (164 Locations)
- In-Person at Treasurer's Office (1 Office)
- Wire Payments by Third Party Agents
- ACH Payments by Third Party Agents
- Online (Internet)
- Credit Card (Internet)
- Subsequent Taxes by Tax Buyers (Internet)

AUTOMATION PROJECTS – PAYMENTS

Lockbox

In 1999, the Treasurer's Office incorporated a lockbox system for collecting and processing taxes. This has meant same-day deposits, immediate interest earnings and quicker distributions to taxing agencies.

The lockbox system eliminated the need for daily mail payments to be opened and processed individually by Treasurer's staff.

Since 1999, **more than 12.2 million** payments have been processed by lockbox.

12.2 million

payments processed by lockbox

Tax Year	Quantity
2020	344,090
2019	376,224
2018	375,609
2017	378,926
2016	469,095
2015	459,502
2014	483,973
2013	493,316
2012	495,577
2011	504,629
2010	481,173
2009	527,264
2008	493,194
2007	583,267
2006	640,139
2005	652,493
2004	704,773
2003	736,396
2002	855,683
2001	788,621
2000	752,702
1999	624,703
Total	12,221,349

*On-Time Payments through October 1, 2021.

AUTOMATION PROJECTS – PAYMENTS

Bank Branch Payments

Cook County property tax payments are accepted at hundreds of local banks, making it convenient for taxpayers to pay.

Today, there are nearly 400 Chase banking locations in Cook County and throughout the state that accept property tax payments.

More than 15.7 million payments have been accepted at bank branches since calendar year 1999.

As a result of bank branches accepting Cook County property tax payments, the Treasurer's Office closed its five satellite offices.

15.7 million
payments accepted at bank branches

Tax Year	On-Time Payments	Late Payments	Total Payments
2020	465,949	15,307	481,256
2019	505,466	37,841	543,307
2018	543,576	68,064	611,640
2017	576,236	71,112	647,348
2016	637,102	83,451	720,053
2015	738,050	91,729	829,779
2014	746,972	86,334	833,306
2013	747,895	92,575	840,470
2012	738,841	96,680	835,521
2011	745,788	96,866	842,654
2010	751,521	73,513	825,034
2009	733,239	127,947	861,186
2008	713,827	76,254	790,081
2007	727,451	85,079	812,530
2006	707,983	74,587	782,570
2005	707,640	84,223	791,863
2004	695,093	68,685	763,778
2003	668,896	60,094	728,990
2002	634,727	55,467	690,194
2001	558,546	49,828	608,374
2000	435,777	30,643	466,420
1999	302,723	19,455	322,178
1998	109,877		109,877
Total	13,722,229	1,550,731	15,738,909

*Through October 1, 2021.

Payments may include prior tax years.

AUTOMATION PROJECTS – PAYMENTS

Community Bank Branch Payments

Cook County taxpayers may visit one of the participating local community banks to pay taxes by direct debit (electronically).

164 banking locations throughout the area accept property tax payments.

Nearly 105,000 payments have been accepted at these locations since 2004.

105,000
payments at community banks

Tax Year	# of Community Bank Branches	# of Payments
2020	164	4,292
2019	152	4,930
2018	106	5,140
2017	116	5,316
2016	120	5,967
2015	178	6,865
2014	194	5,484
2013	208	7,110
2012	194	7,140
2011	209	6,991
2010	209	7,222
2009	226	6,843
2008	223	6,084
2007	220	5,611
2006	216	5,342
2005	214	5,507
2004	215	4,794
2003	219	4,080
Total		104,718

*Through October 1, 2021.

AUTOMATION PROJECTS – PAYMENTS

Third Party Agent (TPA) – Wire Payments

The Treasurer's Office established a commercial wire payment system used by banks, mortgage and title companies to pay taxes instead of submitting individual checks to the office.

The prior process in the office required manual handling and deposit of individual checks.

Wire payments from Third Party Agents have totaled **more than 26 million** payments (**nearly \$77 billion**) since August 2003.

26.2 million
commercial user wire payments

Tax Year	Quantity	Dollar Amount
2020	1,477,070	\$5,673,304,194
2019	1,493,768	\$5,496,221,680
2018	1,485,660	\$5,335,195,002
2017	1,453,482	\$4,949,322,628
2016	1,477,447	\$4,796,620,456
2015	1,457,321	\$4,501,362,291
2014	1,447,536	\$4,230,786,339
2013	1,458,832	\$4,214,041,154
2012	1,469,742	\$4,294,860,099
2011	1,491,680	\$4,205,521,196
2010	1,496,930	\$4,245,980,447
2009	1,478,790	\$4,092,128,626
2008	1,451,042	\$3,947,466,410
2007	1,403,129	\$3,731,088,684
2006	1,349,619	\$3,459,730,206
2005	1,291,410	\$3,106,617,529
2004	1,253,555	\$2,873,612,587
2003	1,238,729	\$2,621,405,164
2002	587,796	\$1,209,770,282
Total	26,263,538	\$76,985,034,973
*Through October 1, 2021.		

AUTOMATION PROJECTS – PAYMENTS

Third Party Agent (TPA) – ACH Payments

The Treasurer's Office instituted a system for commercial users (banks, mortgage and title companies) to pay via ACH direct debit transactions from an online site instead of submitting individual checks to the office.

Commercial users have submitted **more than 1 million payments (more than \$4.3 billion)** since 2007.

1 million

commercial user ACH direct debit payments

Tax Year	Quantity	Dollar Amount
2020	71,113	\$393,651,037
2019	62,770	\$379,658,583
2018	58,144	\$330,964,658
2017	56,321	\$312,225,976
2016	55,555	\$292,408,474
2015	60,281	\$312,461,721
2014	73,251	\$327,658,628
2013	70,195	\$331,899,450
2012	84,071	\$356,061,761
2011	81,184	\$343,046,357
2010	76,612	\$279,687,650
2009	82,904	\$265,681,436
2008	87,699	\$232,692,641
2007	70,455	\$167,931,735
2006	24,182	\$55,091,532
Total	1,014,737	\$4,381,121,638
*Through October 1, 2021.		

AUTOMATION PROJECTS – PAYMENTS

Online Payments

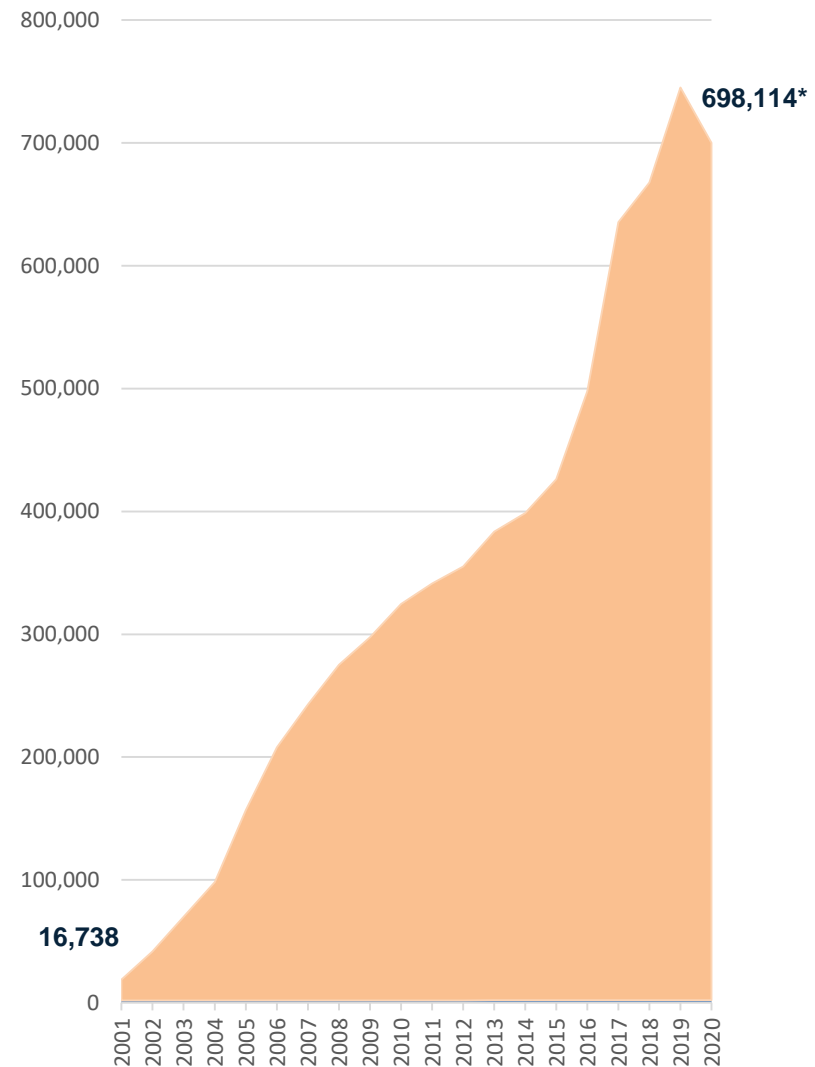
In March 2002, the Treasurer's Office introduced online payments for on-time payments. The office has collected **nearly 7 million online payments** through October 1, 2021.

Since January 2018, there is no fee for taxpayers to make an online payment.

Online payments continue to increase year after year, especially as more taxpayers choose to stay home during the COVID-19 pandemic.

7,000,000

online tax payments to date for TY2020



*Through October 1, 2021 (please note taxpayers may continue to pay Tax Years 2018, 2019 and 2020 online).

AUTOMATION PROJECTS – PAYMENTS

Credit Card Payments

In July 2012, the office added the option for taxpayers to pay property taxes with a credit card.

Property owners may make delinquent payments via credit card year-round through the online payment channel.

A total of **461,854** credit card payments have been made totaling **nearly \$1.1 billion**.

462,000
credit card payments

Tax Year	Quantity	Dollar Amount
2020	62,685	\$151,275,809
2019	81,727	\$188,081,110
2018	81,680	\$195,484,582
2017	80,628	\$212,328,627
2016	64,052	\$143,672,948
2015	35,288	\$71,712,548
2014	18,404	\$40,478,645
2013	15,920	\$34,911,745
2012	13,802	\$29,732,837
2011	7,668	\$15,360,212
Total	461,854	\$1,083,039,063

*Through October 1, 2021.

AUTOMATION PROJECTS – PAYMENTS

Subsequent Tax Electronic Payment System (STEPS)

The Treasurer's Office created an online payment method for tax buyers to make tax payments on properties after the initial purchase at the Annual Tax Sale.

Since 2007, tax buyers have submitted **nearly 528,000 (almost \$1.4 billion)** subsequent tax payments.

IMPORTANT NOTE:

Property owners should redeem their sold taxes as quickly as possible to avoid additional costs accruing from unpaid subsequent taxes.

Tax buyers can pay delinquent subsequent taxes following the Annual Tax Sale. Taxpayers are assessed 12 percent interest per installment per year on each tax amount paid by a buyer.

Tax Year	Quantity	Dollar Amount
2020	3,233	\$8,953,192
2019	15,477	\$42,324,395
2018	31,059	\$87,700,288
2017	32,433	\$85,077,044
2016	37,005	\$98,738,268
2015	47,936	\$120,812,504
2014	40,025	\$93,867,028
2013	40,584	\$99,123,888
2012	39,298	\$95,799,877
2011	46,068	\$124,413,038
2010	46,589	\$132,676,578
2009	44,977	\$136,854,229
2008	42,528	\$118,181,052
2007	45,984	\$106,138,464
2006	14,617	\$29,455,268
Total	527,813	\$1,380,115,113
*Through October 1, 2021.		

528,000

subsequent taxes paid online by tax buyers

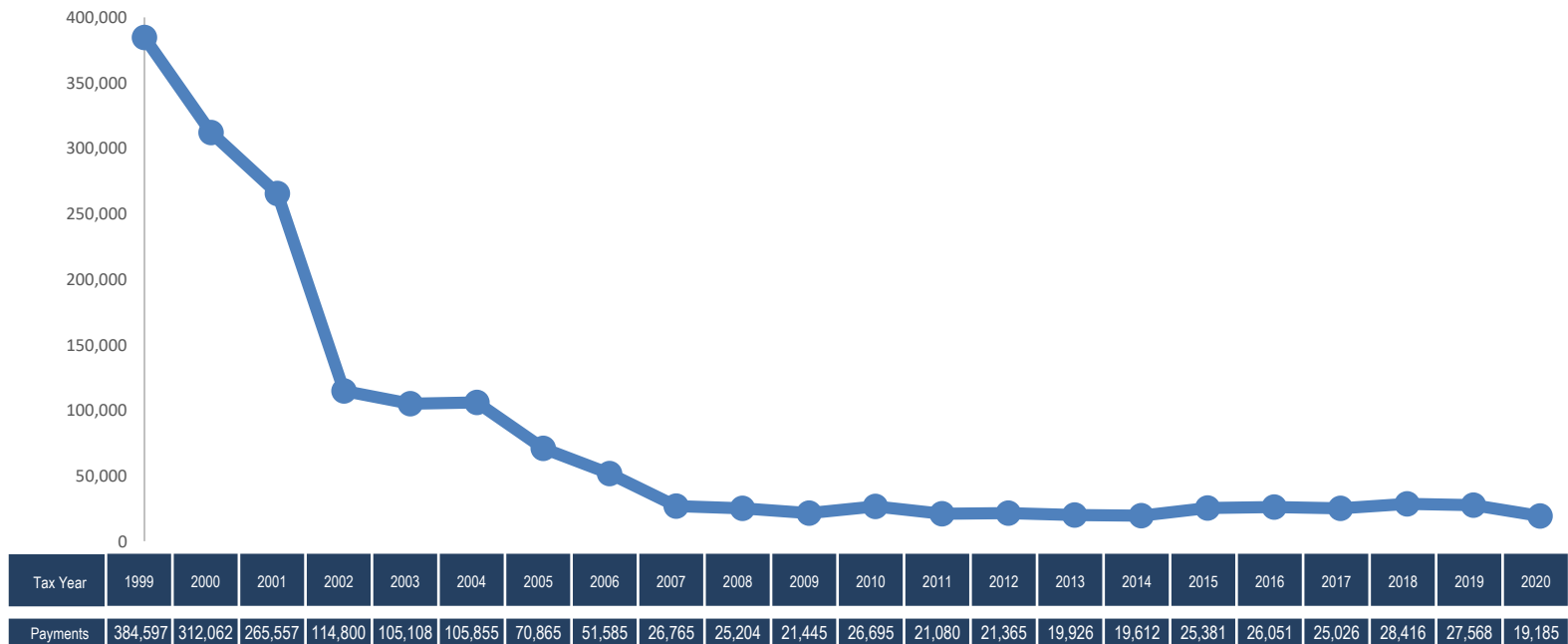
AUTOMATION PROJECTS – PAYMENTS

In-Person Payments

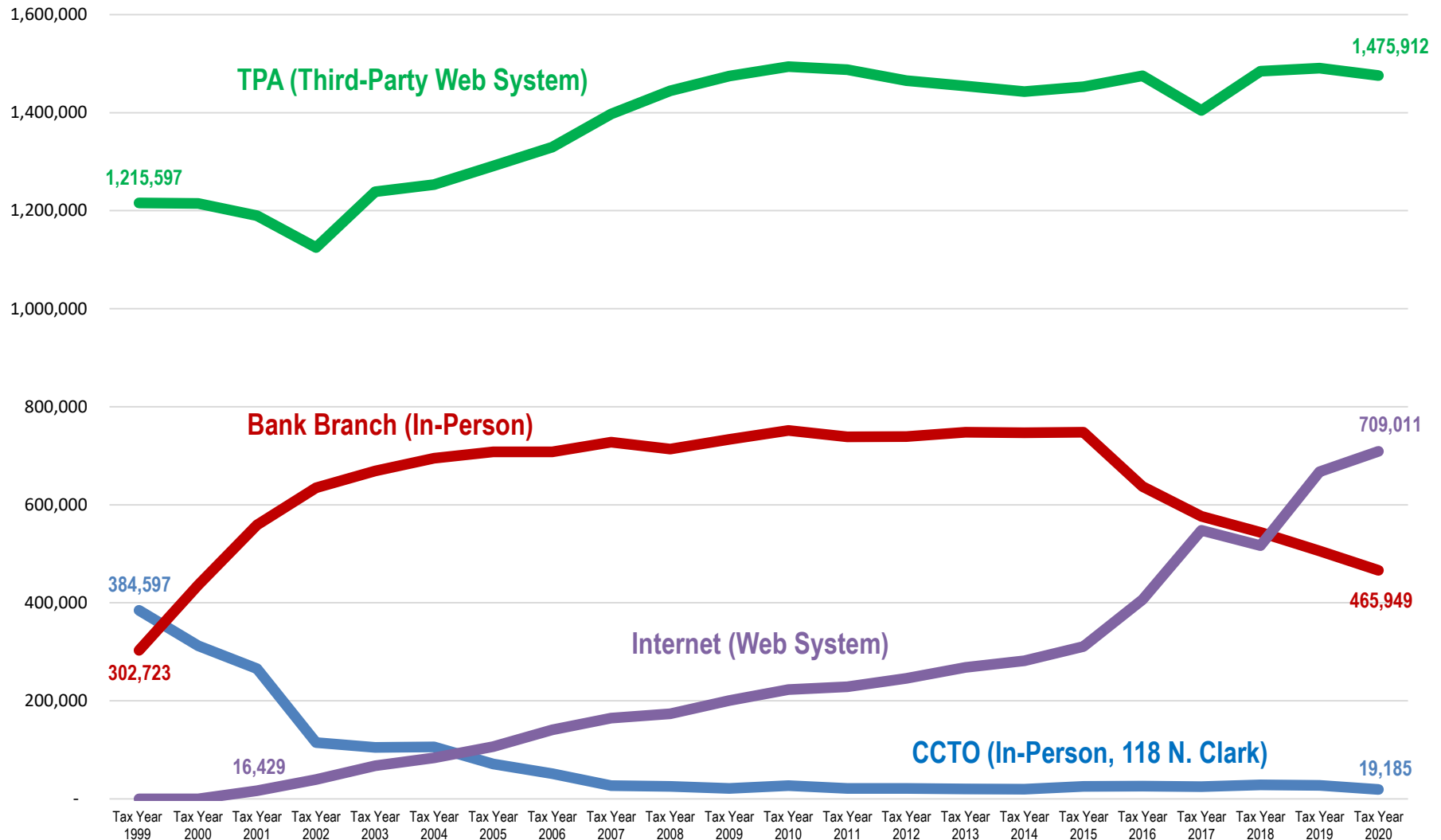
Because of the many payment options available to taxpayers, the Treasurer's Office, at the end of 2005, closed the five satellite offices. The six satellite offices processed more than 384,000 in-person payments in 2000.

For Tax Year 2020, in-person, on-time payments totaled **fewer than 20,000** at the Clark Street location – accounting for just 0.62 percent of nearly 3.1 million total on-time payments.

On-Time In-Person Payments (Satellite and Downtown Totals)



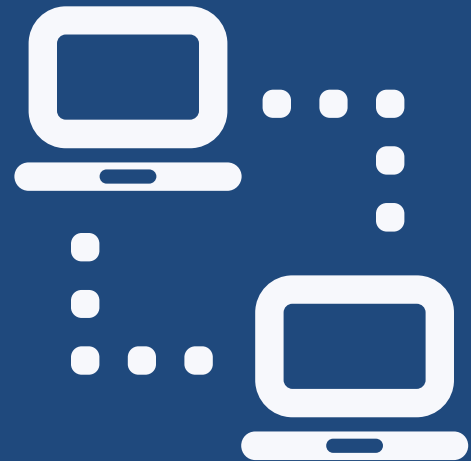
PAYMENT SOURCE TREND BY TAX YEAR (ON-TIME PAYMENTS)



On-time payments only.

Automation Projects

Systems



CUSTOMER SERVICE – EMAIL SYSTEM

The Treasurer's Office created online functionality so taxpayers can contact us via email.

In May 2020, the Treasurer's Office overhauled the taxpayer email system by leveraging the Salesforce platform. A number of enhancements and efficiencies were built into this updated email system.

Emails are routed to employees throughout the office to respond within 48 hours.

The office has received and responded to **nearly 185,000** emails since 2003.

184,691
emails from taxpayers

Calendar Year	Quantity
2021	8,433
2020	12,354
2019	11,925
2018	8,347
2017 [^]	10,575
2016	3,830
2015	3,622
2014	4,372
2013	4,731
2012	6,686
2011	7,471
2010	9,658
2009	14,951
2008	16,093
2007	13,145
2006	11,681
2005	13,706
2004	15,430
2003 (Began May 2003)	7,681
Total	184,691
*Through October 1, 2021.	

[^]NOTE: The spike in 2017 can be attributed to **5,796 emails received in December 2017** with questions about the prepayment program and changes to federal tax laws.

CUSTOMER SERVICE – CALL CENTER

The Treasurer's Customer Service Call Center has handled **188,430 phone calls through September 30, 2021.**

76.9% of the calls have been handled automatically by the system. **23.1%** have been answered by a Call Center employee.

In 2019, the Treasurer's Office introduced a feature that gives callers the option to leave a message and receive a returned phone call with 24 hours.

Callers can select from English, Polish or Spanish and follow prompts to obtain specific PIN information such as amount due or refund amount available.

188,430

phone calls received in FY2021

BY THE NUMBERS



144,971

Phone calls to the Treasurer's Office answered automatically by the system.



43,459

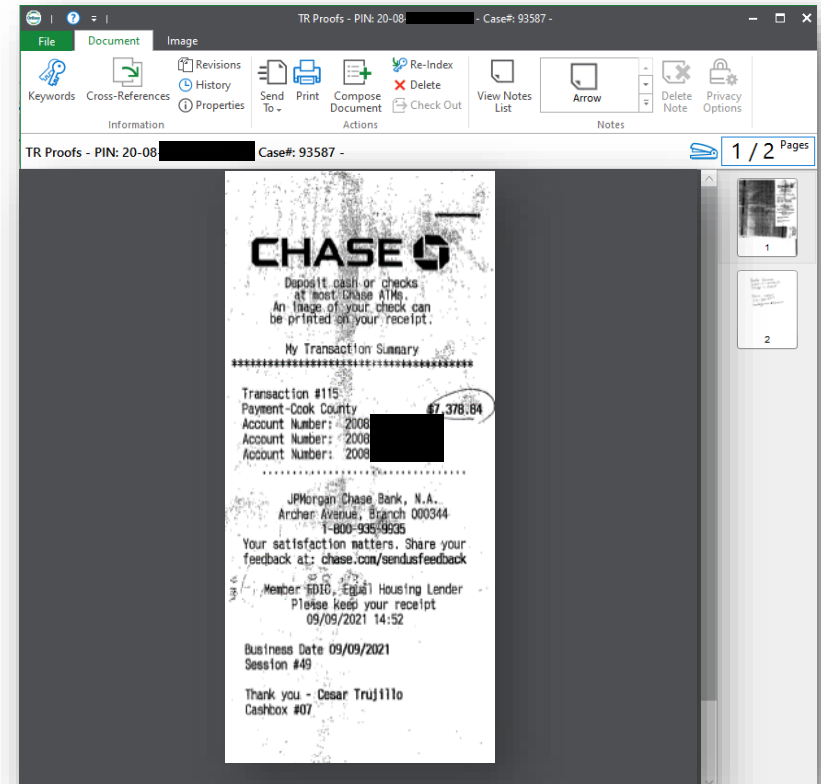
Phone calls to the Treasurer's Office answered by a Call Center employee.

DOCUMENT IMAGING PROJECT

In 2016, the Treasurer's Office implemented the Paperless Customer Service System.

The system provides:

- Scanning, imaging, and storing of electronic documents, files and data. As a result, the office significantly reduces the need to retain hard-copy paper documents.
- Tracking of documents by Property Index Number (PIN) for quick access to information. Treasurer's Office employees provide seamless customer services.
- Notification – All requested information is emailed to the taxpayer.



DOCUMENT IMAGING PROJECT

Case Number: 93587 | PIN: 20-08- [REDACTED] Status: Open



CUSTOMER SERVICE SYSTEM

Case Information

Case Number

93587

Date Created

9/28/2021

Received*

Walk-In

Case Status

Open

Assigned To

Date Closed

Entered By*

[REDACTED]



PIN Information

PIN

20-08-

Tax Year

2020

Installment

Property Volum

418

Property House

[REDACTED]

Property Direction

W

Property Street

51ST

Property

ST

Property City

CHICAGO

Property State

IL

Property Zip

60609

Property Town

LAKE

PIN RESEARCH (INTERNAL PORTAL)

The PIN Research System is an internal system used by office staff that centralizes PIN data that previously was accessible only via cumbersome stand-alone modules.

The system contains 20 years of PIN data including entire PIN Summary, mailing address, property address, exemptions, payment overview, Tax Research Cases and scanned images, such as payment coupons and checks, name/address change applications and returned certified mail images.

Cook County Treasurer's Office Maria Pappas, Treasurer

Operations Collections Refunds Tax Sale Information Technology Finance Legal Human Resources Administration My Quick Links

PIN Research (Property Summary)

Property Summary PIN Summary Tax Bills Image Searches Advanced Searches Elected Officials Table Searches Administrator Functions PIN Lookup

PIN: 09 - 07 - 100 - 000 - 0000 Search Reset

Search results for PIN 09-07-100-000-0000 (ALL TAX YEARS SHOWN)

WISCONSIN DR DES PLAINES IL 60016-2045

PIN Summary	Image Searches	Advanced Searches	Advanced Tools
2020 Current Tax	Image Archive	Correspondence Letters	Add a New Note or Taxpayer Inquiry
2019 Current Tax		STOPS Letters	Add a New Tax Research Case
2018 Current Tax		Duplicate and Overpayment Refunds	Tax Bills
2017 Current Tax		Returned Mail	Cook County GIS Map Viewer
2016 Current Tax		Returned Mail Letters/Emails	Cook County Property Tax Portal
2015 Current Tax		Sold and Forfeited Tax Status	
2014 Current Tax		Tax Research Cases	
2013 Current Tax		Notes and Taxpayer Inquiries	
2012 Current Tax		Historical Summary	
2011 Current Tax		Transaction History	
2010 Current Tax		Name Change History	
2009 Current Tax		CRM History	
2008 Current Tax			
2007 Current Tax			
2006 Current Tax			
2005 Current Tax			
2004 Current Tax			
2003 Current Tax			
2002 Current Tax			
2001 Current Tax			
2000 Current Tax			
1999 Current Tax			
1998 Current Tax			
1997 Current Tax			
1996 Current Tax			
1995 Current Tax			
1994 Current Tax			
1993 Current Tax			

Elected Officials

Commissioner - 9th District
Peter N. Silvestri

State Representative - 53rd District
Mark L. Walker

State Senator - 27th District
Ann Gillespie

[View Elected Officials Contact Directory](#)

2,115,035

total number of unique PIN records available

PIN RESEARCH (INTERNAL PORTAL)

Comprehensive Data/Information Retained Internally for Every Property



* All physical documents are electronically imaged, added to property portal and physical document then discarded.

ELECTRONIC WARRANT BOOK

The Electronic Property Tax Warrant Book system replaced the physical Warrant Books, which serve as the official property tax records for the county.

In April 2016, the Treasurer's Office incorporated **4,765,458** individual pages from **12,011** books into the system.

The system eliminates manual posting of records because all transactions and new tax year data sets are automatically added electronically.

4,765,458

total number of pages scanned



ELECTRONIC WARRANT BOOK

[Home](#) [Contact Us](#)



Cook County Government

Electronic Real Estate Tax Warrant Book

Cook County Real Estate Tax Warrant Information

Enter the Property Index Number (PIN) and the five character security code, then press ENTER or click on Search:

01

-

01

-

100

-

-

Search
Reset

Search results for Property Index Number (PIN) 01-01-100-000-0000 [Available Tax Types](#)

Warrant Year: 2016 **Tax Year:** 2016 **Tax Type:** General Tax

Tax Status: Taxable Parcel
Volume: 001
Classification: 2-05
Tax Rate: 7.283
Tax Code: 10021

Assessed Valuation: 40,020
Equalized Valuation: 105,184
Total Tax Amount: \$7,660.55

Township: Barrington

Mailing Address:
 DAVID
 STATION ST
 BARRINGTON IL 60010

Property Address:
 STATION ST
 BARRINGTON IL 60010-4207

	First Installment	Second Installment
Original Tax Amount:	\$3,841.61	\$3,818.94

Payments
Refunds
Certificate of Error Credits
Exemptions

Refunds (data shown below has been updated as of 10/8/2021)

Installment	Refund Type	Refund Number	Tax Amount	Interest Amount	Cost Amount	Refund Date
2nd	Certificate of Error	C019416	\$364.15	\$0.00	\$0.00	08/23/2019

ANNUAL TAX SALE

The Treasurer's Office replaced the traditional outcry Annual Tax Sale auction with an automated, online auction in 2008. Tax buyer registration, collateral deposits, bidding and payments went from manually intensive processes to an online system.

Prior to this automation project, the outcry auction would take 20 days to conduct and require a staff of eight people to manage.

Now, the sale lasts just four days and takes two employees; a computer algorithm awards PINs.

More than 206,000 PINs have been sold through the automated sale system since 2008.


206,000

PINs sold at automated Tax Sale

Tax Year (Year Sale Held)	PINs Published/Sent Certified Notice	PINs Offered	PINs Sold
2018 (2021)	Scheduled to begin November 5, 2021		
2017 (2019)	63,385	40,440	11,920
2016 (2018)	52,637	33,332	10,970
2015 (2017)	68,199	38,283	11,031
2014 (2016)	70,789	46,655	15,865
2013 (2015)	75,668	53,553	16,773
2012 (2014)	69,288	50,036	15,757
2011 (2013)	73,418	51,289	16,442
2010 (2012)	78,418	49,462	16,419
2009 (2011)	69,484	37,827	20,814
2008 (2010)	57,181	33,114	21,399
2007 (2009)	62,728	29,787	23,848
2006 (2008)	53,347	26,846	24,860
Total	794,542	490,624	206,098

ANNUAL TAX SALE

Cook County Treasurer's Office
OFFICIAL TAX SALE AUCTION SITE



COOK COUNTY TREASURER
Maria Pappas

[home](#)
[about us](#)
[FAQ](#)
[contact us](#)
[sitemap](#)
[logout](#)

Welcome:
Buyer Number:

BiddingRules
Bidding Rules

GetStarted
Auction Summary
Store Bids
Make Collateral Deposit
Make Payment
Annual Tax Sale Delinquency List
Results

MyAccount
Edit My Account
Collateral Refund

Advanced
Downloads
Bulk Bidding
Admin Section

JumpTo

Change County

Day Summary Screen

Day 1

Vol Range: 001 - 147

Total Pins in Day:	7806	Number of Pins I Won:	0
Total Pins Sold:	2,427	Total Face Amt of Pins I Won:	\$0.00
Average Interest Rate:	0.66%	Avg. Interest Rate of my Pins:	0.00%
Weighted Average Int. Rate:	0.91%	Weighted Int. Rate of my Pins:	0.00%

[\[Back to Top\]](#)
[View Details >](#)

Day 2

Vol Range: 148 - 270

Total Pins in Day:	13081	Number of Pins I Won:	0
Total Pins Sold:	3,485	Total Face Amt of Pins I Won:	\$0.00
Average Interest Rate:	0.87%	Avg. Interest Rate of my Pins:	0.00%
Weighted Average Int. Rate:	1.06%	Weighted Int. Rate of my Pins:	0.00%

[\[Back to Top\]](#)
[View Details >](#)

Day 3

Vol Range: 271 - 464

Total Pins in Day:	13121	Number of Pins I Won:	0
Total Pins Sold:	3,539	Total Face Amt of Pins I Won:	\$0.00
Average Interest Rate:	0.93%	Avg. Interest Rate of my Pins:	0.00%
Weighted Average Int. Rate:	0.73%	Weighted Int. Rate of my Pins:	0.00%

[\[Back to Top\]](#)
[View Details >](#)

TAXING AGENCY EXTRANET

The Treasurer's Office distributes \$16 billion every year to some 2,200 taxing agencies throughout Cook County. The office developed the Taxing Agency Extranet to provide taxing agencies direct access to view data and access reports that used to be individually printed and mailed at the Treasurer's expense.

The site allows authorized users 24-hour, online retrieval of useful information and reports:

- Record of Distribution Report
- Agency Distribution Collection Summary
- Statement of Distribution
- PIN Detail of Funds Recouped

Through October 1, 2021, there have been **138,779** visits to the site.

138,779

visits to the Taxing Agency Extranet in FY2021

The purpose of the Taxing Agency Extranet site is to provide a transparent method for local government taxing agencies to access reports, data and other useful information within the Treasurer's Office.

TAXING AGENCY EXTRANET



Cook County Treasurer's Office

MARIA PAPPAS, TREASURER

[My Reports](#) [Distribution Schedule](#) [Treasurer's Report](#) [TIF Surplus Info](#) [Liability Info](#) [User Management](#) [Agency Management](#) [Email Templates](#)

My Reports

Run Reports

The following group of reports are viewable and downloadable after you run them.

Record of Distribution Report



Start Date

End Date

Run

Download

Agency Tax Year Collection Distribution Report



Tax Year

Run

Download

Statement of Distribution Report



Distribution Date

Run

Download

Transparency Projects



DEBT DISCLOSURE ORDINANCE (DDO)

Approved by the County Board of Commissioners in September 2009, the Taxing District Debt Disclosure Ordinance, provides extraordinary transparency in government.


The ordinance requires the county's 547 primary local governments to provide their financial data and annual financial reports to the Treasurer's Office each year including:

- Audited financial statements from their most recent audit
- Money owed (or total debts and liabilities)
- Pension and retiree health care information (including the amount promised to retirees and the amount promised that local governments do not have)

\$153.4 billion

total debt of the 547 primary taxing agencies

DEBT DISCLOSURE ORDINANCE (DDO)


MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Sale](#)
[Foreign Language Brochures](#)
[Forms](#)
[About The Office](#)
[News and Video](#)

Your Property Tax Overview

[Overview - Payments](#)
[Download Your Tax Bill](#)
[Name or Address Change](#)
[Tax Exemptions](#)
[Delinquent Taxes](#)
[Overpayment Refunds](#)
[Overpayment Refund Status](#)
[Uncashed Checks](#)
[Taxing Districts' Financials](#)
[Property Tax Appeal Board Refunds](#)
[20-Year Tax Bill History](#)
[Debt to Property Value](#)

TAXING DISTRICTS' FINANCIAL STATEMENTS AND DISCLOSURES

Property Index Number (PIN): **31-15-208-029-0000** [BEGIN A NEW SEARCH](#)

Below are the most recent tax bills and local government financial information for this property.

- **2020 First Installment Property Tax Bill:** Shows the debt for each taxing district, including pension obligations.
- **2020 Second Installment Property Tax Bill:** Shows the taxes imposed by each taxing district.
- **Taxing Districts' Financial Statements and Disclosures:** Shows a summary of finances and links to financial statements.

[2020 First Installment Property Tax Bill](#)
[2020 Second Installment Property Tax Bill](#)
[Taxing Districts' Financial Statements and Disclosures](#)

Taxing Districts Data Viewer:

- **Summary Financial Report:** Click a taxing district name to see a summary of its financial information.
- **Complete Financial Report:** Click on view to see the taxing district's complete annual financial report.

MISCELLANEOUS TAXES

[South Cook Mosquito Abatement Harvey](#)
[Metro Water Reclamation Dist of Chicago](#)
[Matteson Area Public Library District](#)

SCHOOL TAXES

[Prairie State Comm College 515 Chgo Hts](#)
[Rich Township High School District 227](#)
[Matteson School District 162](#)

Matteson School District 162

Key information about finances and retirement obligations is shown below. For assistance with definitions, please use the [Glossary of Financial Terms](#).

FINANCIAL DATA

	2020	2019
Fiscal Year:		
Date Modified:	01/04/2021 11:27 AM	02/26/2020 04:46 PM
Gross Operating Budget Revenue:	\$45,662,352.00	\$39,293,098.00
Total Debts and Liabilities:	\$77,577,080.00	\$69,952,668.00
Page Reference:	16	16
Total Net Pension Liability:	\$2,166,405.00	\$4,176,416.00
Page Reference:	49	50
Total Debts and Liabilities (minus Total Net Pension Liability):	\$75,410,675.00	\$65,776,252.00
Total Number of Employees (Full-Time Equivalents):	359	358
Annual Financial Statement:	View	View

DEBT DISCLOSURE ORDINANCE (DDO)



MARIA PAPPAS, COOK COUNTY TREASURER

[Payments](#)
[Exemptions](#)
[Refunds](#)
[Seniors](#)
[Your Tax Bill](#)
[Tax Dates](#)
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[Forms](#)
[About The Office](#)
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Taxing Districts' Financial Statements and Disclosures

Matteson School District 162

Key information about finances and retirement obligations is shown below. For assistance with definitions, please use the [Glossary of Financial Terms](#).

FINANCIAL DATA

	2020	2019
Fiscal Year:		
Date Modified:	01/04/2021 11:27 AM	02/26/2020 04:46 PM
Gross Operating Budget Revenue:	\$45,662,352.00	\$39,293,098.00
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Page Reference:	16	16
Total Net Pension Liability:	\$2,166,405.00	\$4,176,416.00
Page Reference:	49	50
Total Debts and Liabilities (minus Total Net Pension Liability):	\$75,410,675.00	\$65,776,252.00
Total Number of Employees (Full-Time Equivalents):	359	358
Annual Financial Statement:	View	View

PENSION PLAN DATA

Pension Plan Name:	IMRF
Total Pension Retirees and Beneficiaries:	284
Pension Liability	
Year:	2019
Total Pension Liability:	\$16,936,100.00
Page Reference:	47
Net Pension Liability	
Year:	2019
Total Net Pension Liability:	\$422,299.00
Page Reference:	47
Pension Funded Ratio:	97.50%
Investment Rate of Return:	7.25%
Annual Rate of Salary Increases:	3.35%
Actuarial Report:	View

OTHER POST EMPLOYMENT BENEFITS (OPEB)

This taxing district is not required to report any Other Post-Employment Benefits (OPEB) in its financial statements.

DEBT DISCLOSURE ORDINANCE (DDO)

DATA AND TIF INFORMATION ON THE TAX BILLS

The Treasurer's Office designed the property tax bill to contain useful information for property owners.

In January 2013, the Treasurer's Office began including on the First Installment Property Tax Bill the Debt Disclosure Ordinance (DDO) data pertaining to each parcel's taxing districts.

The figures give taxpayers full information about each local government's financial data including:

- Money owed (or debt)
- Pension and Healthcare Amounts Promised by Local Governments
- Amount of Pension and Healthcare Shortage
- Percentage of Pension and Healthcare Costs They Can Pay

The Second Installment Property Tax Bill, since July 2014, displays to taxpayers how much each Tax Incremental Financing (TIF) District -- in addition to their local governments -- receives from their tax bill payments.

DEBT DISCLOSURE ORDINANCE (DDO) DATA – FIRST INSTALLMENT

TOTAL AMOUNT BILLED		2020 First Installment Property Tax Bill						
\$	7,451.49	Property Index Number (PIN) 31-15-208-029-0000	Volume 179	Code 32041	Tax Year 2020	Payable In 2021	Township RICH	Classification 2-78
Please click this LINK for Payment Status.							LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW	
TAXING DISTRICT DEBT AND FINANCIAL DATA								
Your Taxing Districts	Money Owed by Your Taxing Districts	Pension and Healthcare Amounts Promised by Your Taxing Districts	Amount of Pension and Healthcare Shortage	% of Pension and Healthcare Costs Taxing Districts Can Pay				
South Cook Mosquito Abatement Harvey	1,871,888	4,639,938	356,170	92.32%				
Metro Water Reclamation Dist of Chicago	3,404,722,000	2,909,890,000	1,377,581,000	52.66%				
Matteson Area Public Library District	42,802	469,289	469,289	0.00%				
Prairie St Comm College 515 (Chgo Hts)	35,702,515	17,947,255	17,947,255	0.00%				
Rich Township High School District 227	18,625,789	44,622,754	6,283,754	85.92%				
Matteson School District 162	65,776,252	16,936,100	2,321,252	86.29%				
Village of Matteson	49,802,863	152,745,807	88,965,279	41.76%				
Town of Rich	1,798,397	10,832,281	1,800,820	83.38%				
Cook County Forest Preserve District	193,646,842	457,040,680	246,669,734	46.03%				
County of Cook	6,898,027,070	23,257,290,307	13,395,266,525	42.40%				
Total	10,670,016,418	26,872,414,411	15,137,661,078					
TAX CALCULATOR								
2019 Total Tax	13,548.16	The first installment amount is 55% of last year's total taxes. All exemptions, such as homeowner and senior exemptions, will be reflected on your second installment tax bill.						
2020 Estimate	x 55%							
2020 1st Installment (Payable In 2021)	= 7,451.49							
PROPERTY LOCATION								
149 SUNDANCE RD MATTESON IL 60443								

TIF INFORMATION ON TAX BILLS – SECOND INSTALLMENT

TOTAL AMOUNT BILLED

\$ 3,356.55

2020 Second Installment Property Tax Bill

Property Index Number (PIN) 31-15-208-029-0000 Volume 179 Code 32041 Tax Year 2020 Payable In 2021 Township RICH Classification 2-78

Please click this [LINK](#) for Payment Status.

LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW

TAXING DISTRICT BREAKDOWN

Taxing District	2020 Tax	2020 Rate	2020 %	Pension	2019 Tax
MISCELLANEOUS TAXES					
South Cook Mosquito Abatement Harvey	11.63	0.017	0.11%		13.74
Metro Water Reclamation Dist of Chicago	258.56	0.378	2.39%	28.72	296.93
Matteson Area Public Library District	406.30	0.594	3.76%	34.20	524.40
Miscellaneous Taxes Total	676.49	0.989	6.26%		835.07
SCHOOL TAXES					
Prairie State Comm College 515 Chgo Hts	307.80	0.450	2.85%		375.55
Rich Township High School District 227	3,866.71	5.653	35.78%	176.47	4,792.89
Matteson School District 162	4,063.02	5.940	37.59%	192.20	5,082.18
School Taxes Total	8,237.53	12.043	76.22%		10,250.62
MUNICIPALITY/TOWNSHIP TAXES					
Village of Matteson	1,279.10	1.870	11.83%	774.98	1,711.36
Road & Bridge Rich	67.72	0.099	0.63%		83.97
General Assistance Rich	32.83	0.048	0.30%		41.98
Town of Rich	164.85	0.241	1.53%	13.68	210.68
Municipality/Township Taxes Total	1,544.50	2.258	14.29%		2,047.99
COOK COUNTY TAXES					
Cook County Forest Preserve District	39.67	0.058	0.37%	1.36	45.04
Consolidated Elections	0.00	0.000	0.00%		22.90
County of Cook	186.04	0.272	1.71%	59.50	209.92
Cook County Public Safety	90.29	0.132	0.84%		102.28
Cook County Health Facilities	33.52	0.049	0.31%		34.35
Cook County Taxes Total	349.52	0.511	3.23%		414.49
(Do not pay these totals)	10,808.04	15.801	100.00%		13,548.17

TAX CALCULATOR

2020 First Installment 7,451.49
 2020 Second Installment + 3,356.55
Total 2020 Tax (Payable In 2021) = 10,808.04

PROPERTY LOCATION

149 SUNDANCE RD
 MATTESON IL 60443 1285

COUNTY PROPERTY TAX PORTAL

The Treasurer's Office developed and manages the Property Tax Portal that combines data and information from five different property-tax related offices into one single site:

- Ownership and liens – from the Recorder of Deeds
- Tax payments and refunds – from the Treasurer
- Valuations, exemptions and appeals – provided by the Assessor
- Prior year tax statuses, delinquencies and TIF information – from the Clerk
- Appeals – from the Board of Review

Since property owners have direct access to vital data, it reduces the number of questions posed to Treasurer's Office staff.

The portal has been visited **nearly 32.9 million** times since April 1, 2012. In 2021, visitor traffic has averaged **15,252 visitors per day**.





32.9 million









visitors to the Property Tax Portal

COUNTY PROPERTY TAX PORTAL

Cook County *Property Tax Portal*



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 [Billed Amounts & Tax History](#)  [Pay Online](#)  [Property Description](#)  [Tax Exemptions](#)  [Refund Search](#)  [Documents Deeds & Liens](#)  [Tax Appeals Dates & Deadlines](#)  [Tax Rates](#)

LATEST NEWS: Pappas: See your property tax bill grow over 20 years at cookcountytreasurer.com

Find Your Property

BY ADDRESS

OR

BY PIN

SEARCH

CLEAR

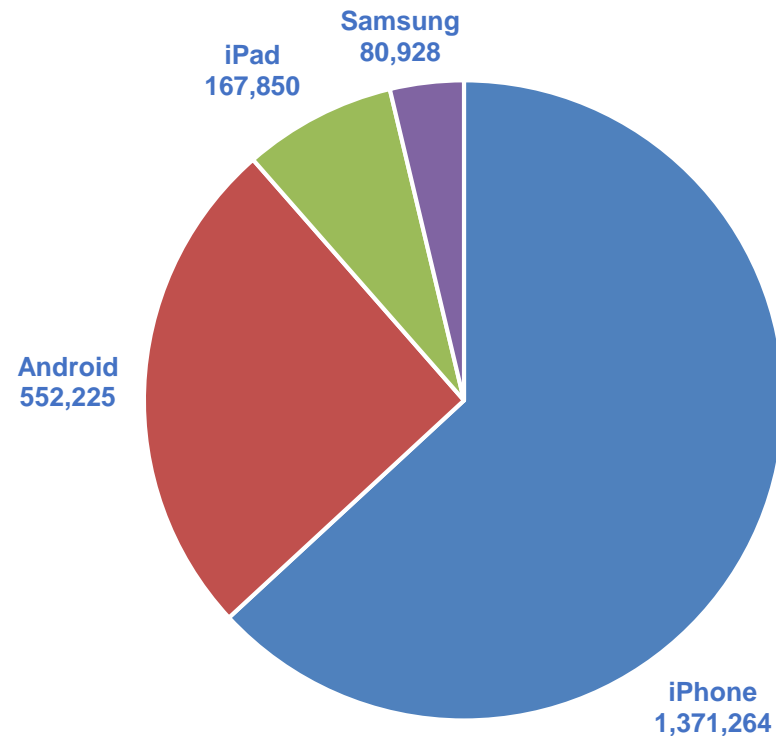
COUNTY PROPERTY TAX PORTAL – MOBILE

The Treasurer's Office overhauled the Property Tax Portal in 2016 to make it mobile-friendly and added functionality. The programming code recognizes a visitor using the site from a mobile device and automatically modifies the layout and design to fit the device.

Since December 1, 2017, there have been **nearly 2.2 million visits** from mobile users.

In FY2021, there have been **792,205 visits** from mobile users. An **average of 2,597** mobile users access the site each day.

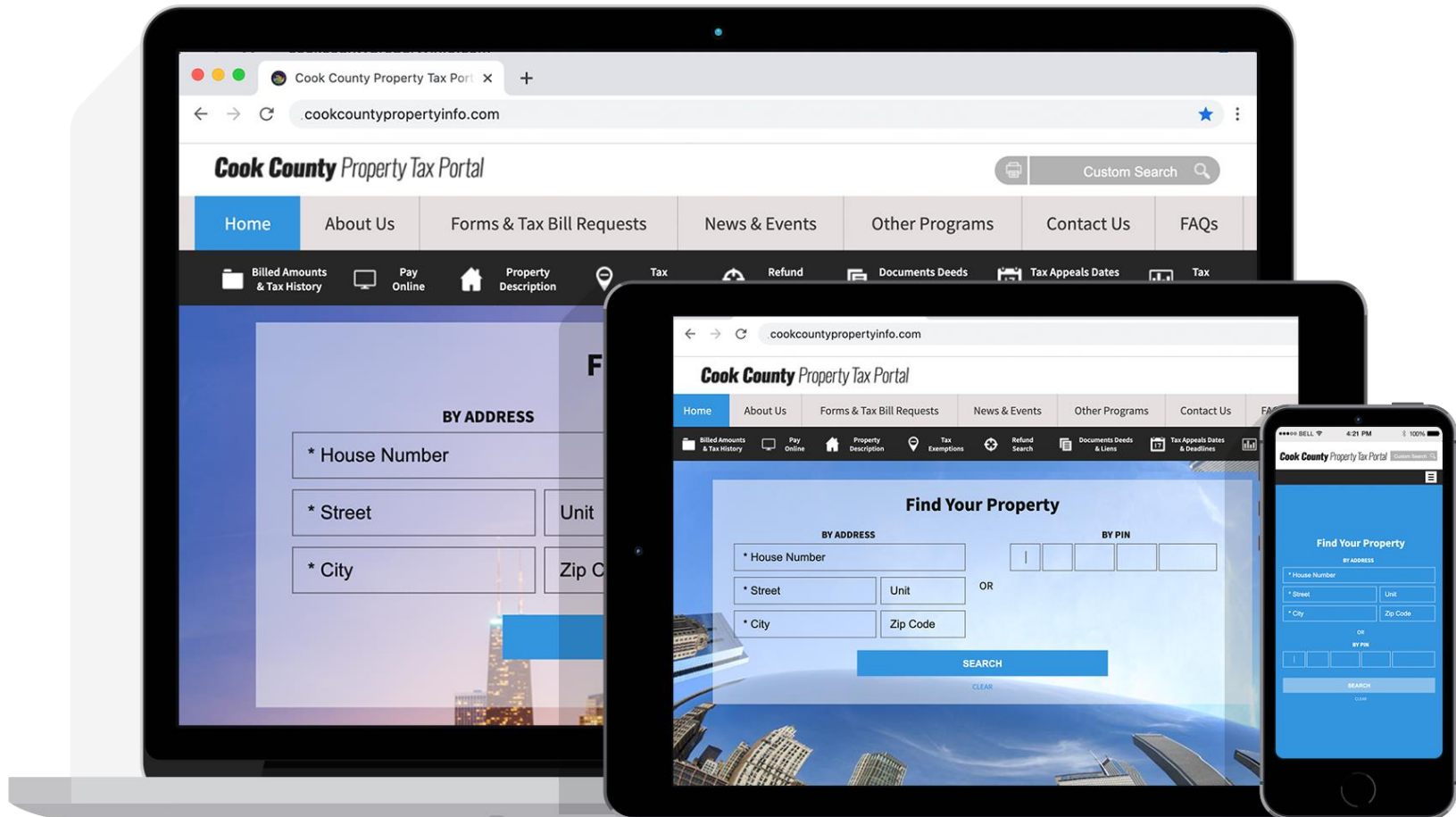
Portal – Mobile Visits



2.2 million

visits to the Property Tax Portal from a mobile device

COUNTY PROPERTY TAX PORTAL – MOBILE



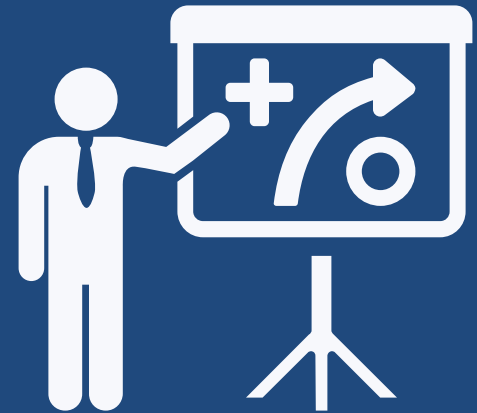
The log is updated daily in PDF format.

96

FREEDOM OF INFORMATION ACT (FOIA) LOG

Cook County Treasurer's Office FOIA Request Log Maria Pappas, Treasurer					Last Updated: 10/03/2021
Request Number	Date Received by CCTO	Requestor	Affiliation	Request	General Category
21-0949	9/27/2021	Mark Holtzman		20 PINs, TY 2013, PIN payment summary reports and payment images	payment history
21-0950	9/27/2021	Chloe Brougham	My Home Refund, LLC	PINs 29-24-400-██████████ and 32-20-201-██████████ TY 2018-2020, PIN payment summary reports and payment images	payment history
21-0951	9/27/2021	Amy Storch-Miller		3 taxing agencies, TY 2011, PINs and taxpayer names	taxpayer list

Focus On Budget



BUDGET COMPARISON

The overall FY2022 budget for the Treasurer's Office has been reduced compared with the FY2021 budget.

The combined budget for FY2021 was **\$12.8 million**.
The combined budget for FY2022 is **\$12.7 million**.

Amounts	Corporate	Automation	Entire Budget
FY2021	\$769,732	\$11,987,501	\$12,757,233
FY2022	\$751,431	\$11,951,584	\$12,703,015
CHANGE	-2.4%	-0.3%	-0.4%

The overall FY2022 FTE for the Treasurer's Office has been reduced compared with the FY2020 budget.

FTE for FY2021 was **77.5**.
FTE for FY2022 is **72.5**.

Positions	Corporate	Automation	Entire Budget
2021	7	70.5	77.5
2022	7	65.5	72.5
CHANGE	0.0%	-7.1%	-6.5%

FY1998 BUDGET COMPARISON

The Office had 250 employees in FY1998.

If the office maintained its staff of 250, the FY2022 budget would be **\$55.5 million**.

Instead, the office has 58 filled positions and a budget of **\$12.7 million** in FY2022.

- \$750,000 from taxpayer revenues (Corporate Account)
- \$12 million from commercial user fees (Automation Account)

\$55.5 million

would be the budget with 1998's employment

If the Treasurer's Office had the 250 employees that it had in FY1998, the FY2022 budget **WOULD HAVE BEEN:**

\$55.5 million

Instead, the office has 58 filled positions and the FY2022 real budget **IS:**

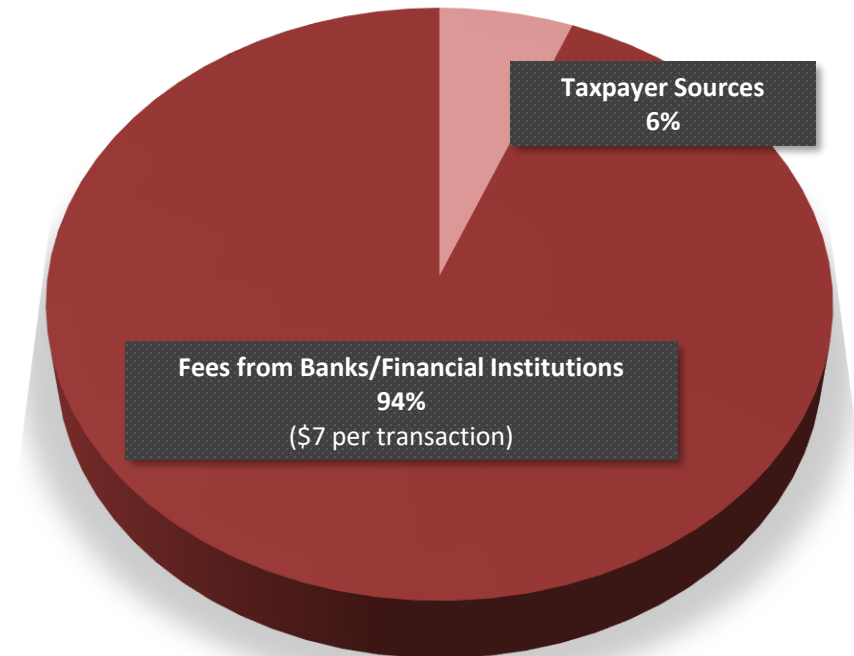
\$12.7 million

FUNDING

Only **6% of the budget is funded by taxpayers** because the office collects convenience fees from commercial users who pay in bulk.

Since 2008, the Treasurer's Office has used **bank/financial institution fees** to fund itself and automation efforts.

The office is **94 percent self-funded** and **the goal continues to be an entirely self-funded office** that is independent of any taxpayer-funded sources.



94 percent

office funded from commercial user fees

PERSONNEL COSTS

The biggest portion of the Treasurer's Office FY2022 budget comes from personnel costs – salaries and fringe benefits, such as health, vision, dental and life insurance.

These personnel costs comprise **71 percent of the FY2022 budget.**

County employees are automatically awarded longevity increases, or STEPS, based on years of service. Employee salaries also increase as a result of Cost-Of-Living Adjustments (COLAs) that are approved by the County Board. Additionally, fringe benefit costs continue to increase.

The following three charts illustrate the budgetary challenges posed by salary increases, COLAs and fringe benefits.



71 percent
of the Treasurer's budget is personnel costs

COST-OF-LIVING ADJUSTMENT (COLA) HISTORY

Implemented	COLA	Note
FY1999 June 1, 1999	4.0%	
FY2000 December 1, 1999	3.0%	
FY2001 December 1, 2000	3.0%	Plus \$.10/hour increase
FY2002 June 1, 2002	2.5%	
FY2003 December 1, 2002	2.0%	
FY2003 June 1, 2003	1.0%	
FY2004 December 1, 2003	3.0%	
FY2005 December 1, 2004*	1.0%	
FY2006 December 1, 2005*	1.0%	
FY2006 June 1, 2006*	2.0%	Plus \$500 Bonus
FY2007 December 1, 2006*	1.5%	
FY2007 June 1, 2007	2.5%	3% for Non-Union Employees and \$1,000 Bonus
FY2008 December 1, 2007	2.0%	
FY2008 June 1, 2008	2.75%	
FY2011 January 1, 2011*	2.25%	
FY2012 December 1, 2011**	2.25%	
FY2012 June 1, 2012	3.75%	
FY2013 June 1, 2013*	1.0%	
FY2014 June 1, 2014*	1.5%	
FY2015 June 1, 2015*	2.0%	
FY2015 October 1, 2015**	4.5%	
FY2016 December 1, 2015	2.0%	
FY2017 December 1, 2016*	2.25%	
FY2017 December 1, 2016**	1.5%	
FY2017 June 1, 2017*	2.0%	
FY2019 June 1, 2019	2.0%	Plus \$1,200 Bonus (December 2018)
FY2020 June 1, 2020*	2.0%	
FY2021 June 1, 2021***	1.5%	Plus \$3,000 Bonus (Date TBD)***

*COLA awarded to Union employees only. **COLA awarded to Non-Union employees only. ***Awarded to Non-Union employees, Union employees TBD.

FRINGE BENEFIT COMPARISON

If the Treasurer's Office maintained 250 employees, the fringe benefit obligations would be approximately **\$6.5 million** in FY2022. Instead, the benefits in the budget for FY2022 are \$1.8 million, of which \$1.7 million is paid out of the Treasurer's Automation Budget.

Benefit	FY1998 Average Cost Per Employee	FY2022 Average Cost Per Employee	Increase (\$)	Increase (%)
Medicare	\$290	\$1,448	\$1,158	499%
Pension	\$3,977	\$10,012	\$6,035	252%
Insurance (Health, Life, Pharmacy, Vision, Dental)	\$3,689	\$14,761	\$11,072	400%
Total	\$7,956	\$26,221	\$18,265	330%

\$6.5 million

cost of benefits if the office had 250 employees in FY2022

FOCUS ON BUDGET

The budget of the Treasurer's Office operates with two separate and distinct accounts, one funded by tax money and the other by commercial user fees. These accounts are:

1

County Treasurer Corporate Account (formerly 060 Account)

- Funded primarily by taxpayer sources
- FY2022 Budget: \$751,431 (2 percent reduction compared with FY2021)

2

County Treasurer Tax Sale Automation Account (formerly 534 Account)

- Funded by commercial user fees paid by banking and mortgage firms
- Established by County ordinance on April 6, 1999
- FY2021 Budget: \$11,951,584 (0.3 percent reduction compared with FY2021)

Since FY2008, the Treasurer's Office has continually reduced the Corporate Account by shifting costs to the Automation Account. **The goal continues to be an entirely self-funded office** that is independent of any taxpayers-funded sources. Many governmental entities simply raise property taxes instead of creating alternative funding sources and reducing their budgets.

POSITION COUNT

The Automation Projects of the Treasurer's Office have resulted in a decrease in headcount from 250 in FY1998 to 58 in FY2022, a reduction of **76.8 percent**.

FY1998 – 250 EMPLOYEES



FY2022 – 58 EMPLOYEES

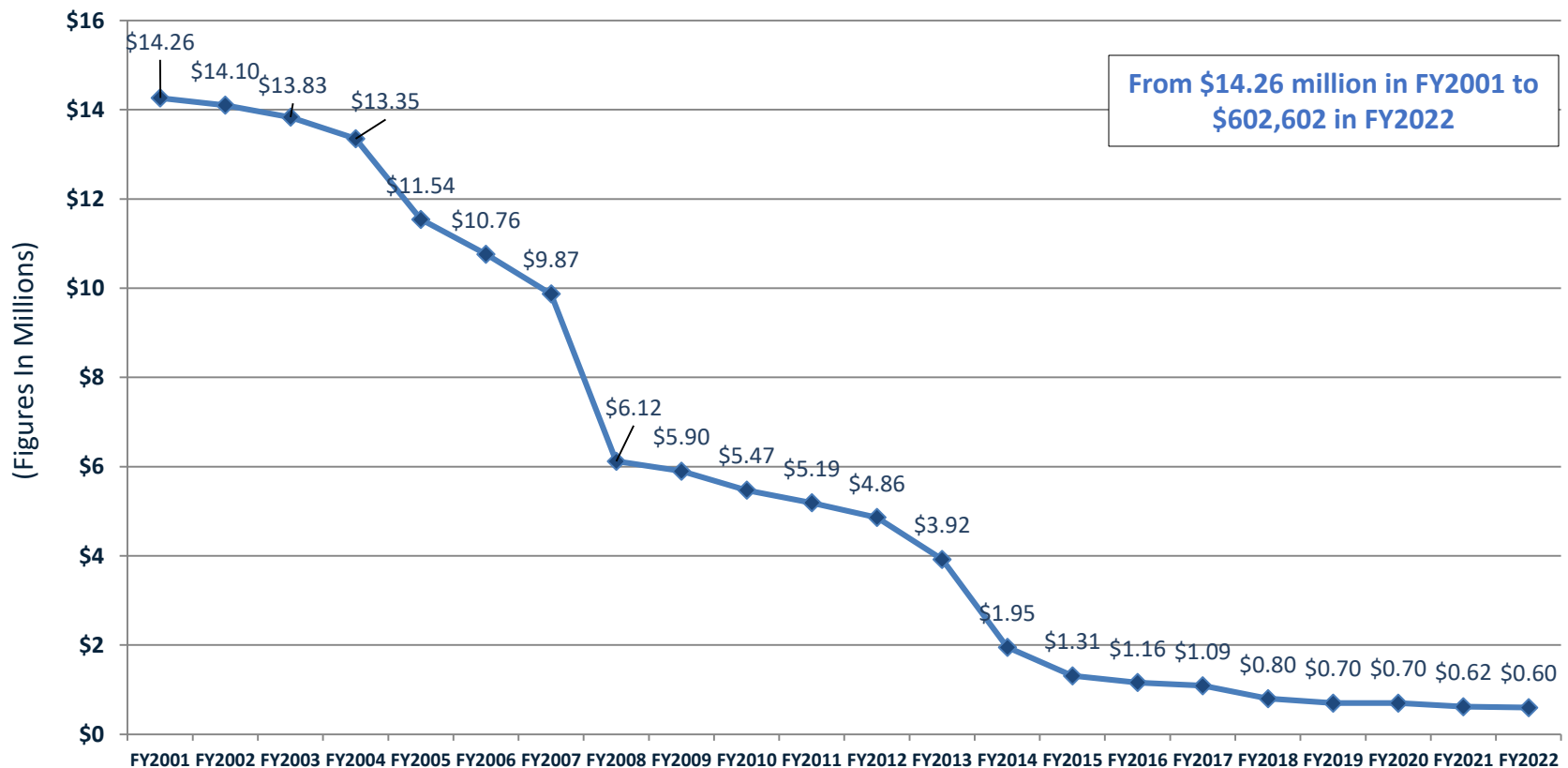


Although there are 72.5 FTE in the FY2022 budget, the Treasurer's Office is operating with a staff of 58 as the remaining are open positions.

FY2022 REDUCE CORPORATE BUDGET

FY2022 marks the 21st consecutive year that the Corporate Account budget, excluding fringe benefits, has been reduced, from \$620,514 in FY2021 to \$602,602 in FY2022.

Corporate Account Budget Requests (since FY2001)



ACCOUNT SUMMARY – CORPORATE ACCOUNT

FY2022 Department Account Summary Including Fringe Benefits

Corporate Account

OA	Description	2021 Approved & Adopted	2022 Request	Difference
501005	Salaries and Wages of Employees With Benefits	\$545,674	\$520,257	(\$25,417)
501165	Planned Salary Adjustment	\$0	\$4,498	\$4,498
501510	Mandatory Medicare Cost	\$8,164	\$7,777	(\$387)
501585	Insurance Benefits	\$141,054	\$141,052	(\$2)
501765	Professional Develop/Fees	\$3,669	\$3,772	\$103
520029	Armored Car Service	\$36,284	\$37,397	\$1,113
520485	Graphics and Reproduction Services	\$10,081	\$10,283	\$202
520725	Loss and Valuation	\$11,335	\$11,442	\$107
530635	Books, Periodicals and Publish	\$3,375	\$3,444	\$69
530700	Multimedia Supplies	\$212	\$216	\$4
540129	Maintenance and Subscription Services	\$9,884	\$2,653	(\$7,231)
550129	Facility and Office Space Rental	\$0	\$8,640	\$8,640
Total on Department:		\$769,732	\$751,431	(\$18,301)
				Decrease: 2.38%

ACCOUNT SUMMARY – AUTOMATION ACCOUNT

FY2022 Department Account Summary

Automation Account

OA	Description	2021 Approved & Adopted	2022 Request	Difference
501005	Salaries and Wages of Employees With Benefits	\$6,661,952	\$6,623,172	(\$38,780)
501165	Planned Salary Adjustment	\$17,400	\$7,900	(\$9,500)
501210	Planned Overtime Compensation	\$10,000	\$10,000	\$0
501225	Planned Benefit Adjustment	\$608,546	\$655,776	\$47,230
501510	Mandatory Medicare Cost	\$99,545	\$97,189	(\$2,356)
501585	Insurance Benefits	\$949,407	\$929,118	(\$20,289)
501765	Professional Develop/Fees	\$30,186	\$30,186	\$0
520149	Communication Services	\$18,093	\$16,770	(\$1,323)
520485	Graphics and Reproduction Services	\$836,867	\$836,867	\$0
520609	Advertising and Promotions	\$104,330	\$104,330	\$0
520825	Professional Services	\$738,600	\$738,600	\$0
521005	Professional Legal Expenses	\$15,000	\$15,000	\$0
530100	Wearing Apparel	\$6,000	\$6,000	\$0
530170	Institutional Supplies	\$5,200	\$5,200	\$0
530600	Office Supplies	\$96,145	\$96,145	\$0
530635	Books, Periodicals and Publish	\$9,252	\$8,689	(\$563)
531645	Computer and Data Processing Supplies	\$188,252	\$188,252	\$0
540129	Maintenance and Subscription Services	\$787,071	\$776,735	(\$10,336)
540345	Property Maintenance and Operations	\$40,000	\$40,000	\$0
550005	Office and Data Processing Equip Rental	\$61,326	\$61,326	\$0
550029	Countywide Office and Data Processing Equip Rental	\$28,723	\$28,723	\$0
560220	Computer and Data Processing Supplies	\$404,930	\$404,930	\$0
580050	Cook County Administration	\$260,676	\$260,676	\$0
580235	Public Programs and Events	\$10,000	\$10,000	\$0
Total on Department:		\$11,987,501	\$11,951,584	(\$35,917)
				Decrease: 0.3%

Projects



FY2022 - FY2024 FUTURE PROJECTS

Automation of Tax Sales

Description:

The office will develop and program in-house systems for conducting the Annual Tax Sale and biannual Scavenger Sale.

Currently, the Treasurer's Office uses a vendor to conduct the Annual Tax Sale and holds an in-person, live auction Scavenger Sale.

Benefits:

- Eliminate reliance on an outside vendor.
- Reduce the amount of time it takes to conduct the Scavenger Sale.
- Streamline buyer registration, delinquent PIN lists and sale results data in one central location.

MARIA PAPPAS, COOK COUNTY TREASURER

Payments Exemptions Refunds Seniors Your Tax Bill Tax Sale Foreign Language Brochures Forms About The Office News and Video

Delinquent Property Tax Search

Check to see if your taxes are past due. If the taxes remain delinquent, they will be offered for sale at the 2018 Annual Tax Sale, which begins November 5, 2021.

Search By Property Index Number (PIN) Search By Property Address

Search By Property Index Number (PIN)

- - - -

[Continue](#) [Reset](#)

Lists of Properties With Delinquent Taxes

View detailed lists of the properties whose taxes are past-due, broken down by Chicago ward, municipality, township and Commissioner District. The lists include Property Index Number (PIN), address and amount due.

[View the Lists](#)

FY2022 - FY2024 FUTURE PROJECTS

Bankruptcy Payment Automation

Description:

Create an internal payment system to receive an electronic payment file from bankruptcy trustees.

The system will streamline payment processing by automatically cross-referencing bankruptcy file numbers to delinquent PINs associated with the active bankruptcy.

Benefits:

- Eliminate paper.
- Remove reliance on checks received through the mail.
- Quicker posting of payments.

Bankruptcy Management System

Advanced Search Batch Payments

Bankruptcy Batch Wire Confirmation

Uploaded 09/28/2021 by test name (testemail@e.com)

Total Records of File: 1

Total Amount on File: \$456.83

☐ Wire Payment Received?

Date of Wire: 

Amount of Wire: \$0.00

Continue

Go Back

FY2022 - FY2024 FUTURE PROJECTS

Commercial Payer Enhancements

Description:

The Treasurer's Office will continue to create enhancements and efficiencies for commercial payers who utilize the Treasurer's bulk payment channels.

The initiatives are aimed at providing commercial payers, specifically mortgage companies, title companies and banks access to electronic data and statistics to better serve their taxpaying customers, thereby reducing errors and duplicate payments.

Benefits:

- Eliminate individual requests for data made to CCTO from commercial payers.
- Reduce the number of overpayments and duplicate payments from mortgage companies.
- Provide commercial users the ability to download bulk data such as historical payments, tax sale status, bankruptcy information, and individual tax exemption history.
- Streamline the payment process by allowing electronic payments for omitted assessment, arrearage and special assessment property tax bills.

PIN	Classification	Tax Code	Tax Year	Homeowner Exempt Amount					
32-12-200-004-0000	2-02	12059	2018	\$0.00					
32-12-200-010-0000	2-03	12059	2018	\$0.00					
32-12-200-011-0000	2-03	12059	2018	\$10,000.00					
32-12-200-013-0000	2-02	12059	2018	\$7,500.00					
32-12-200-015-0000	2-02	12059	2018	\$2,500.00					
32-12-200-017-0000	2-78	12059	2018	\$10,000.00					
32-12-200-018-0000	5-90	12001	2018	\$0.00					
32-12-201-002-0000	2-78	12059	2018	\$10,000.00					
32-12-201-003-0000	2-02	12059	2018	\$10,000.00					
32-12-201-005-0000	5-33	12059	2018	\$10,000.00					
32-12-201-011-0000	2-03	12059	2018	\$10,000.00					
32-12-201-013-0000	5-90	12059	2018	\$0.00					
32-12-201-026-0000	5-90	12172	2018	\$0.00					
32-12-201-027-0000	8-17	12172	2018	\$0.00					
32-12-201-028-0000	5-90	12172	2018	\$0.00					
32-12-201-029-0000	8-17	12172	2018	\$0.00					
32-12-201-030-0000	8-28	12172	2018	\$0.00					
32-12-201-031-0000	5-90	12172	2018	\$0.00					
32-12-201-032-0000	5-90	12172	2018	\$0.00					
32-12-203-002-0000	2-39	12059	2018	\$0.00					
32-12-203-005-0000	2-39	Tax Year	PMT	Payment Date	Tax Amount	Penalty	Cost	Total	Serial Number
32-12-203-006-0000	2-03	2018	P1	01/21/2019	\$110.28	\$0.00	\$0.00	\$110.28	012319500864
32-12-203-008-0000	2-03	2018	P1	04/05/2019	\$300.00	\$39.00	\$0.00	\$339.00	040819500307
32-12-203-009-0000	2-03	2018	P1	05/13/2019	\$100.00	\$15.00	\$0.00	\$115.00	051519500401
32-12-203-010-0000	2-78	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500988
32-12-203-010-0000	2-78	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500989
32-12-203-011-0000	1-04	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500990
32-12-203-012-0000	2-03	2018	P1	06/03/2019	\$86.50	\$13.50	\$0.00	\$100.00	060319500991
32-12-203-013-0000	2-78	2018	P1	06/03/2019	\$113.50	\$0.00	\$0.00	\$113.50	060419500678
32-12-203-014-0000	2-78	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500261
32-12-203-014-0000	2-78	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500262
32-12-203-015-0000	1-04	2018	P1	08/02/2019	\$50.00	\$0.00	\$0.00	\$50.00	080319500263
32-12-203-016-0000	2-03	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500264
32-12-203-017-0000	2-78	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500265
32-12-203-018-0000	2-78	2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500266
32-12-203-018-0000	2-78	2018	P1	08/02/2019	\$50.00	\$0.00	\$0.00	\$50.00	080319500267
32-12-203-019-0000	1-04	2018	P1	08/02/2019	\$200.00	\$0.00	\$0.00	\$200.00	080319500268
32-12-203-020-0000	1-04	2018	P1	08/02/2019	\$250.00	\$0.00	\$0.00	\$250.00	080319500269
		2018	P1	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	080319500270
		2018	P1	08/02/2019	\$210.00	\$0.00	\$0.00	\$210.00	080319500271
		2018	P1	08/02/2019	\$100.91	\$0.00	\$0.00	\$100.91	080319500272
		2018	P1	08/02/2019	\$250.00	\$0.00	\$0.00	\$250.00	080319500273
		2018	P1	08/02/2019	\$75.00	\$0.00	\$0.00	\$75.00	080319500274
		2018	P1	08/02/2019	\$75.00	\$0.00	\$0.00	\$75.00	080319500275
		2018	P2	08/02/2019	\$78.61	\$21.39	\$0.00	\$100.00	080519505805
		2018	T2	08/02/2019	\$13.50	\$0.00	\$0.00	\$13.50	082919380015
		2018	T2	08/02/2019	\$13.50	\$0.00	\$0.00	\$13.50	082919380016
		2018	T2	08/02/2019	\$9.50	\$0.00	\$0.00	\$9.50	082919380017
		2018	T2	08/02/2019	\$100.00	\$0.00	\$0.00	\$100.00	082919380018

FY2022 - FY2024 FUTURE PROJECTS

Integrated Property Tax System

Description:

The Treasurer's Office continues to support of the President's initiative to replace the MIS Mainframe with the Integrated Property Tax System, which will be used by all of the property tax offices.

The office has provided significant resources to the project effort, and joined with the other elected officials several times to express concern for the direction of the project with Tyler Technologies and the delayed go-live dates.

Benefits:

- Eliminates the antiquated MIS Mainframe, and its limited functionality.
- Combines all data for each parcel into one unified system.
- Will update in real-time instead of nightly batch jobs.



FY2022 - FY2024 FUTURE PROJECTS

Name of Project:	Expansion of Electronic Forms on Website
Description:	Expand fillable electronic forms on the website for other processes, use identification verification service to identify taxpayer, write files for daily uploads.
Benefit(s):	<ul style="list-style-type: none"> • Eliminate PDF documents and paper forms. • Reduce manual data entry and processing.

Name of Project:	Online Payment “Shopping Cart” Enhancements
Description:	Create a payment channel that will allow non-mortgage/title company/3rd party taxpayers who own multiple properties to pay online in one single, easy transaction. Also, permit online payers to schedule a payment in advance.
Benefit(s):	<ul style="list-style-type: none"> • Simplify the process for taxpayers with multiple properties. • Reduces payment processing time.

Name of Project:	PIN Research – Additional Enhancements
Description:	PIN Research was relaunched in 2013. The Treasurer’s Office continues to add functionality and additional data that users would like to see within the application.
Benefit(s):	<ul style="list-style-type: none"> • Improve customer service and internal research by add the following: <ul style="list-style-type: none"> • C of E type, status, reason • Build-in functionality to print email a PDF tax bill, and track stats for the same process • Outreach event records – log of taxpayer contact with the office at various community events

FY2022 - FY2024 FUTURE PROJECTS

Name of Project:	Automating Manual Check Requests
Description:	Eliminate multiple data entries using workflow.
Benefit(s):	<ul style="list-style-type: none"> • Reduce processing time for Accounts Payable.

Name of Project:	Returned Mail Module – Additional Enhancements
Description:	The office developed the Returned Mail Research module to assist with researching tax bills returned by the U.S. Postal Service. Additional functionality will introduce artificial intelligence (AI) to the process. It will also provide automatic updating of updated, valid mailing name and addresses.
Benefit(s):	<ul style="list-style-type: none"> • Streamline and increase efficiency.

Name of Project:	Automation of Transfers
Description:	Identify and provide periodic reports of potential transfers of payments utilizing data from the MIS.
Benefit(s):	<ul style="list-style-type: none"> • Automatically provide a report listing potential transfers for transactions within a given tax year. • Allow for misapplied payments to be posted properly.

Name of Project:	Tax Buyer Email Electronic Receipts after Annual Sale
Description:	Produce electronic receipts emailed to tax buyers instead of paper receipts.
Benefit(s):	<ul style="list-style-type: none"> • Eliminates the need to print receipts and for tax buyers to physically pick up the receipts.

FY2022 - FY2024 FUTURE PROJECTS

Name of Project:	Electronic Feed of Open Item Bill Amounts
Description:	Enhance cashiering system to electronically receive Clerk open-item billing information from MIS so cashiers do not have to manually enter bill amount.
Benefit(s):	<ul style="list-style-type: none"> • Reduce cashiering errors. • Eliminate manual entry.

Name of Project:	Online Open Item Bill Payments
Description:	Enhance online payment system to allow taxpayers to pay open older years electronically based on data from the Treasurer and Clerk. Currently, Open Items can only be paid in-person or by mail.
Benefit(s):	<ul style="list-style-type: none"> • Provide taxpayers another option to pay • Eliminate manual payment processing.

Name of Project:	ATM/Kiosk Tax Payments
Description:	Create a kiosk/ATM payment option to service cash-payers and other under banked taxpayers for property tax collections.
Benefit(s):	<ul style="list-style-type: none"> • Provides additional, convenient payment option for taxpayers. • Allows property tax payment collection points in areas that lack nearby bank branches.

FY2022 - FY2024 FUTURE PROJECTS

Name of Project: Sales-in-Error Database Rewrite	
Description:	Create a system that allows employees to process a Sale-in-Error refund from the beginning of the process.
Benefit(s):	<ul style="list-style-type: none"> • Eliminate tracking of Vacate Tax Sale component in Excel spreadsheets and double-entry of same information into database. • Eliminate need for employees to access MIS, transcribe payment information, and then re-enter into database to process refund request. • Scavenger Payments and Refunds will post to MIS, thereby making the information available to the county.

Name of Project: Interactive New Employee Training on Intranet	
Description:	Create an interactive video/voice training program that could be uploaded to the intranet.
Benefit(s):	<ul style="list-style-type: none"> • Eliminate the need for manual orientation. • Can be used as a reference for existing employees and for refresher training purposes.

Name of Project: Update Individual Online Payment Site	
Description:	Work with online payment vendor to create a more robust online payment system that leverages emails, creates taxpayer payment carts, along with adding logic to charge bulk (non-TPA) payers the \$2.00 enhanced processing fee.
Benefit(s):	<ul style="list-style-type: none"> • Improve payment processing systems so taxpayers can pay multiple PINs at the same time. • Improve system design and communication. • Eliminate paper check payments sent through the mail.

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2021

1. Automated Telephone System
2. Consolidation of Bank Accounts
3. Customer Service - Express-Line Payments
4. Customer Service - Pro-bono Seasonal Employee Assistance From Local Banks During Peak Collection Periods
5. Database - Banking Contact Management System
6. Electronic Inheritance Tax Filing/Wire Transfer
7. Email Reports to Department of Revenue
8. I.T. Improvements - Automated Entry of Investment Transactions into General Ledger
9. I.T. Improvements - Automated Entry of Cost Breakdown for Refund Checks into General Ledger
10. I.T. Improvements - Automated Security Patch Management
11. I.T. Improvements - Backup Tape Drive Replaced (to handle increased storage size)
12. I.T. Improvements - Consolidated data and network storage onto one system
13. I.T. Improvements - Disk-to-disk Backup System Installed (for fast recovery of lost or damaged files)
14. I.T. Improvements - Enhanced Workflow for Human Resource System
15. I.T. Improvements - Enhanced Correspondence Database (to improve performance)
16. I.T. Improvements - Increased Network Security
17. I.T. Improvements - Internal Support of websites
18. I.T. Improvements - Name Change Application Imaging Project
19. I.T. Improvements - Remote Access to Email through Web and Mobile Phones
20. I.T. Improvements - Replaced Web Servers with Faster Hardware and New Software for Improved Performance and Reliability
21. I.T. Improvements - Server Monitoring Software to Track System Errors
22. I.T. Improvements - Standardized PC Image

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2021

23. I.T. Improvements - Installation of replacement Storage Area Network (SAN) System
24. I.T. Improvements - Streamlined Building and Rollout of New PCs
25. I.T. Improvements - Streamlined website traffic reporting
26. I.T. Improvements - Tableau data visualization tool implemented for internal use
27. I.T. Improvements - Upgraded Email Server and Improved Filters for Junk/Spam Email
28. I.T. Improvements - Upgraded to latest version of Microsoft Office
29. I.T. Improvements - Upgraded Call Center Hardware/Software
30. I.T. Improvements - Upgraded Annual Escheatment Software (HRS Pro)
31. Infrastructure - Installed Local Area Network (LAN)
32. New System - Amount Guaranteed (reduction of check amount to match amount due)
33. New System - Automated Scavenger Sale Removal Tool
34. New System - Automated Tax Sale
35. New System - Automatic Certificate of Error Refund Checks
36. New System - Cash Reports
37. New System - Cash Management Online Banking System
38. New System - Cashiering
39. New System - CCT Printing Refund Checks
40. New System - Check Images Captured at Lockbox
41. New System - Document Management System (Paperless Customer Service System)
42. New System - Duplicate and Overpayment Refund System
43. New System - Duplicate Tax Bill Request Form and Affidavit Image Retrieval System
44. New System - Financial System: Oracle EBS
45. New System - Fixed Asset Inventory

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2021

46. New System - General Ledger
47. New System - GIFTS - Government Investment of Funds Tracking (maintains history of investments)
48. New System - Governmental Unit Acquisition (GA) Database
49. New System - Revamped Help Desk Program
50. New System - Human Resources
51. New System - Internal Open Item Tax Bill Request System
52. New System - Name Change - Electronic Capture of Info with Illinois Department of Revenue
53. New System - Online Investment Auction
54. New System - Online Payment System - "STEPS" Subsequent Tax Electronic Payment System
55. New System - PIN Research/PIN Payment Summaries
56. New System - Post-Penalty Envelopes Imaging
57. New System - Real-Time TPA System (RTS)
58. New System - Reconciliation Database
59. New System - Refund Check Search Engine Added to CCT Intranet
60. New System - Refund - Automatically Refund Overpayments as a result of Assessment Reduction
61. New System - Refund - Property Tax Appeal Board (PTAB) and Specific Objection Automatic Refunding
62. New System - Refund - Property Tax Appeal Board (PTAB) Refund Status Search Engine
63. New System - Returned Mail Imaging System
64. New System - Sale-In-Error
65. New System - Security Monitoring (cameras)
66. New System - Senior Deferral Payment Transmission
67. New System - Special Assessments

TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2021

68. New System - STOPS (to prevent duplicate and overpayments by ensuring that only the legally responsible party submits payment)
69. New System - Tax Sale System (to track delinquent PINs and removals)
70. Office Restructure - Consolidation of Multiple Customer Service Departments (One-Stop Shopping)
71. Office Restructure – Outsourcing of Property Tax Bill Printing
72. Payments Accepted at Offsite Banking Locations
73. Payments Accepted and Processed (multiple tax years, Certified Delinquent Tax Payments, Adjusted Certificate of Error Tax Bills, and Specialty Bills) at banking locations and Lockbox
74. Payments Accepted Online (expanded from full payment to on-time to two tax years, partial payment, and late payment)
75. Payments Accepted for Special Tax Bill Types Online (including Back Tax Bills and Air Pollution Bills)
76. Payments Accepted Through Community Bank Program
77. Payments by Third-Party Agents Online (expanded from on-time payments to late payments)
78. Payments Accepted Online (on-time payments using credit/debit card)
79. Positive Pay - Tool to prevent fraud in checks written from Treasury accounts
80. Streamline Management of "C" Fund with Comptroller's Office
81. Tax Bill - Re-design to larger 8½ X 14 size and inclusion of DDO Data on the First Installment Bill
82. Tax Bill - Electronic Installment Data Testing
83. Training - Business Letter Writing and Email Response
84. Training - Cross-Training employees across various departments
85. Training - Customer Service
86. Treasury Management System - Consolidate and automate daily cash management, investment, and collateral responsibilities
87. Website - 20-Year Property Tax History - search tool and interactive maps
89. Website - cookcountytreasurer.com re-design/re-launch to accommodate mobile device users

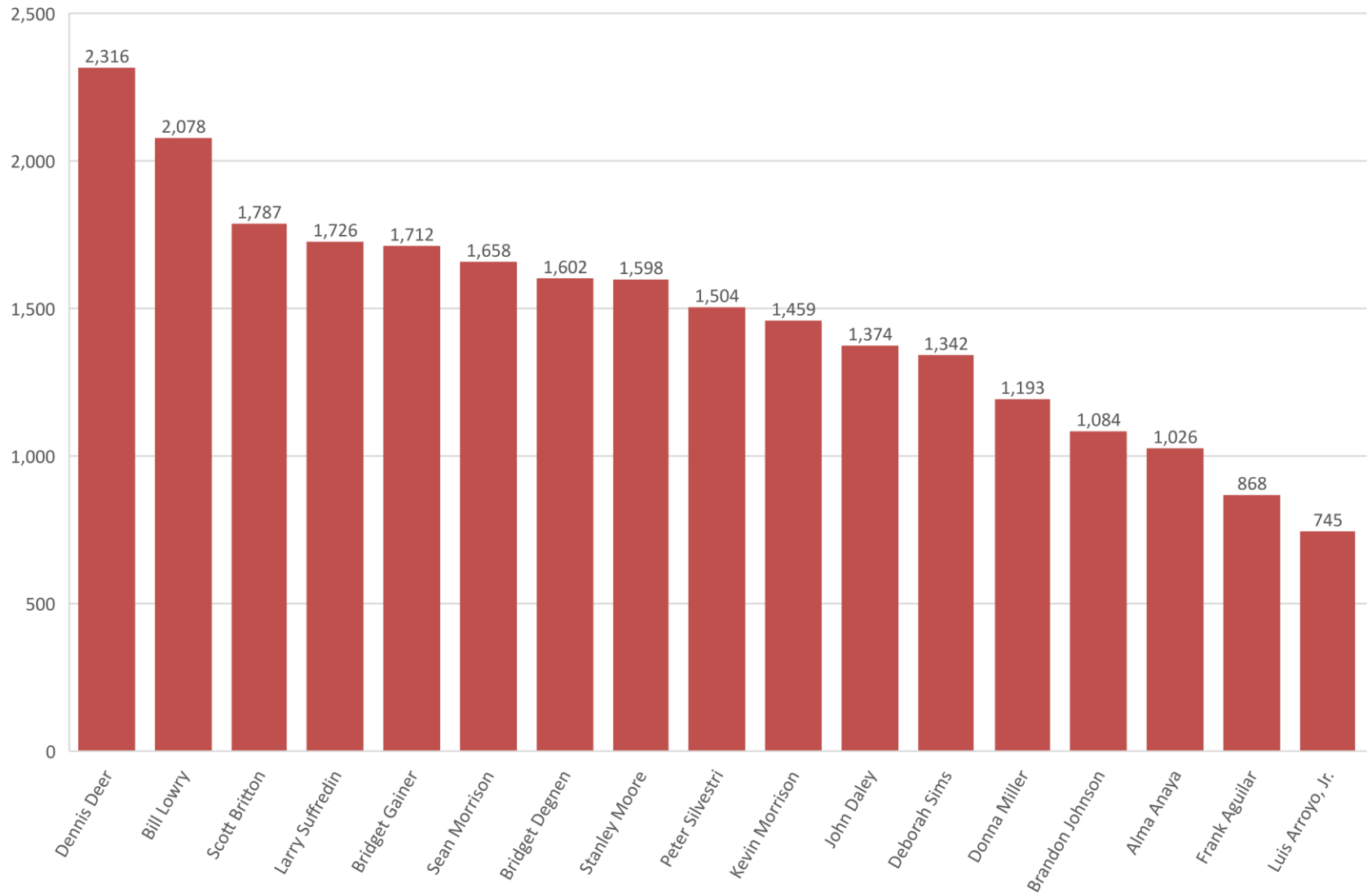
TOP 100 AUTOMATION / STREAMLINING EFFORTS FY1998 - FY2021

89. Website - Customer Relational Management System - Email Inquiries
90. Website - Display of local government debt attributed to your property
91. Website - Electronic Notification Program
92. Website - Electronic Property Tax Bill System
93. Website - Electronic Warrant Book
94. Website - Interactive property tax bill containing taxing district debt/financial information
95. Website - Mobile site for phone and tablet users
96. Website - Property Tax Portal at cookcountypropertyinfo.com re-design/re-launch to accommodate mobile device users
97. Website - Refund applications submitted electronically
98. Website - Taxing Agency Extranet
99. Web-Based - Cash Management
100. Web-Based - Taxing District Debt Disclosure Site

Appendix

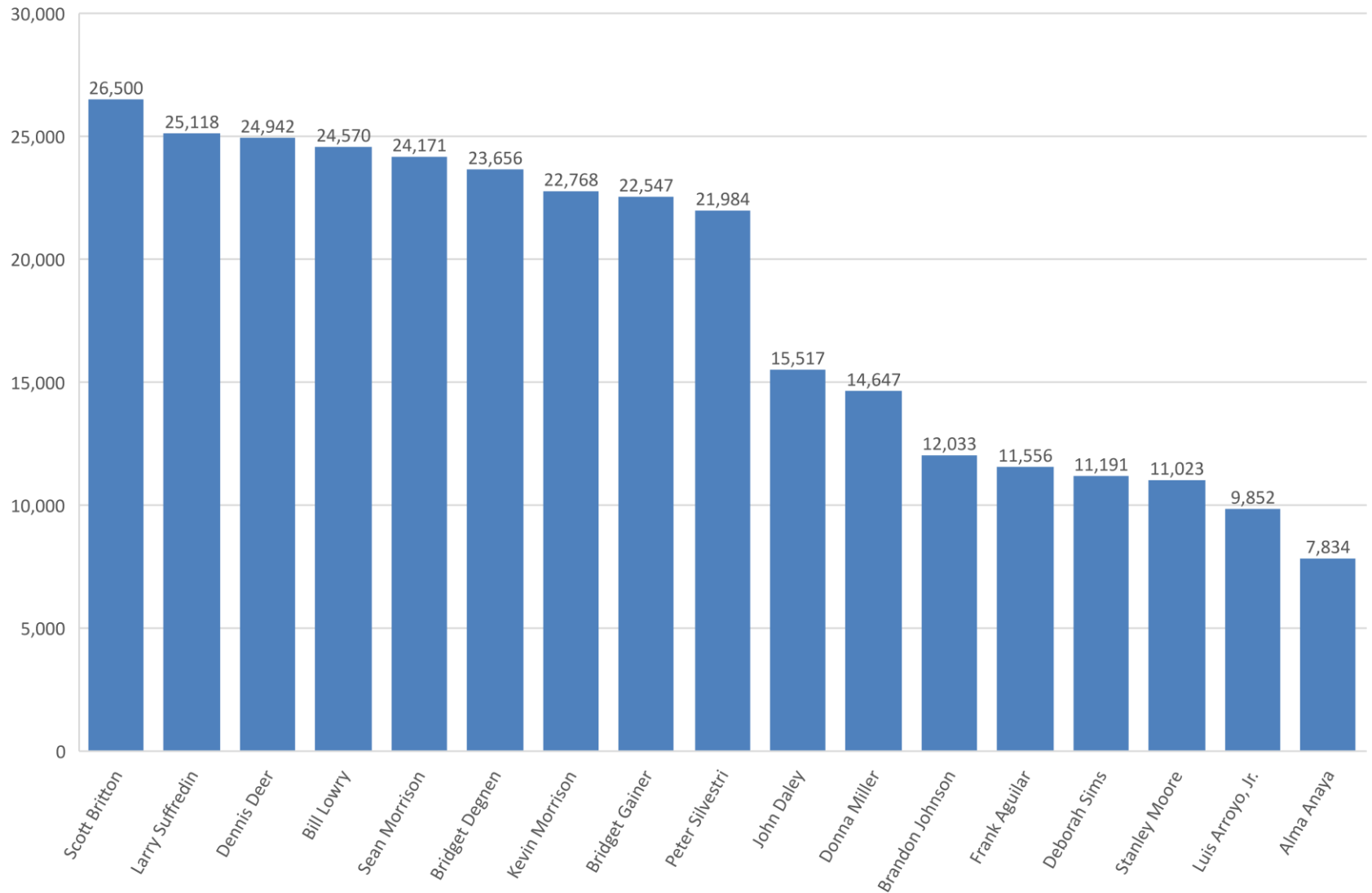


2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: CREDIT CARD PAYMENTS



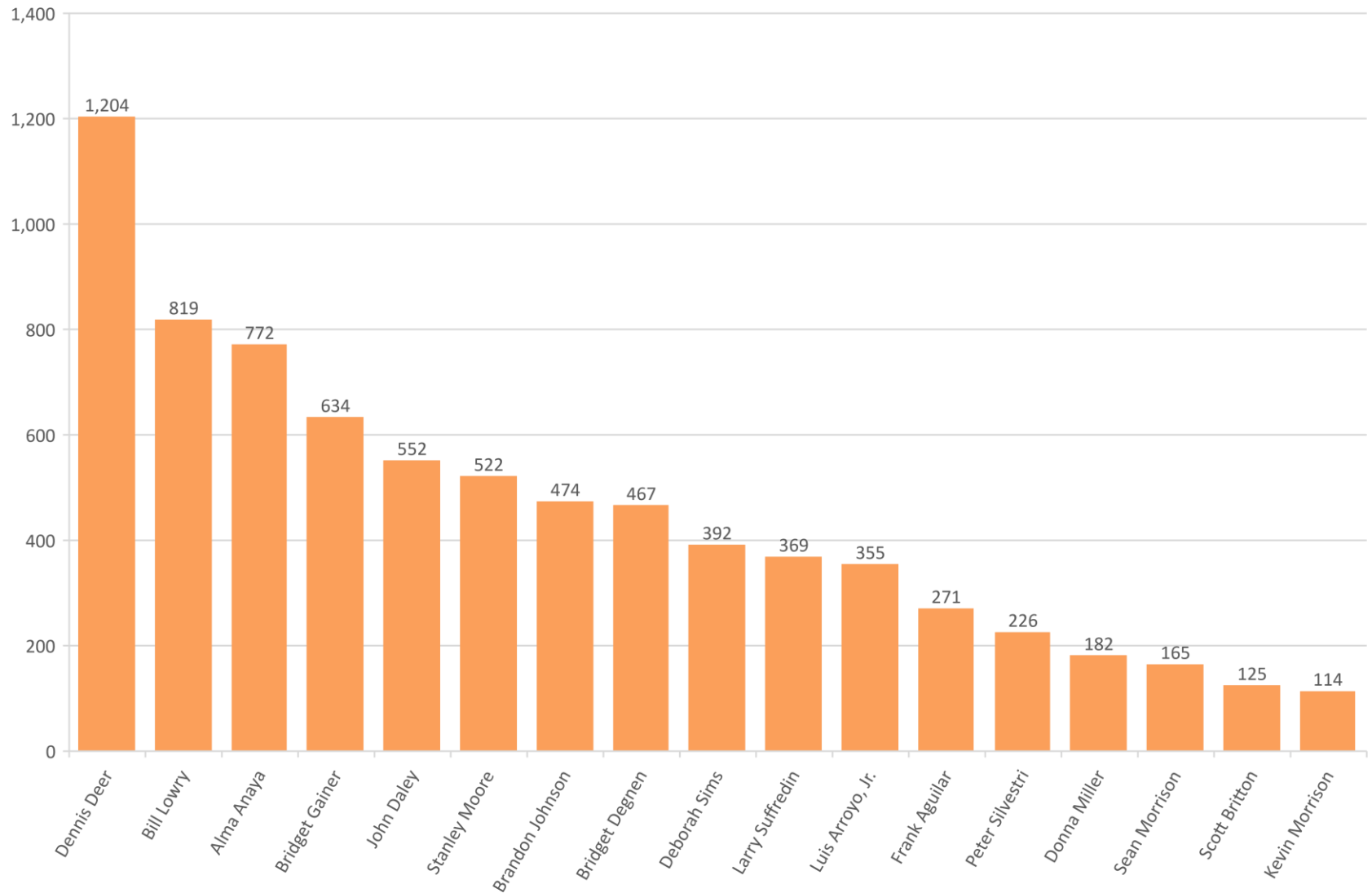
Payments made through 10/1/2021

2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: ONLINE (INTERNET) PAYMENTS



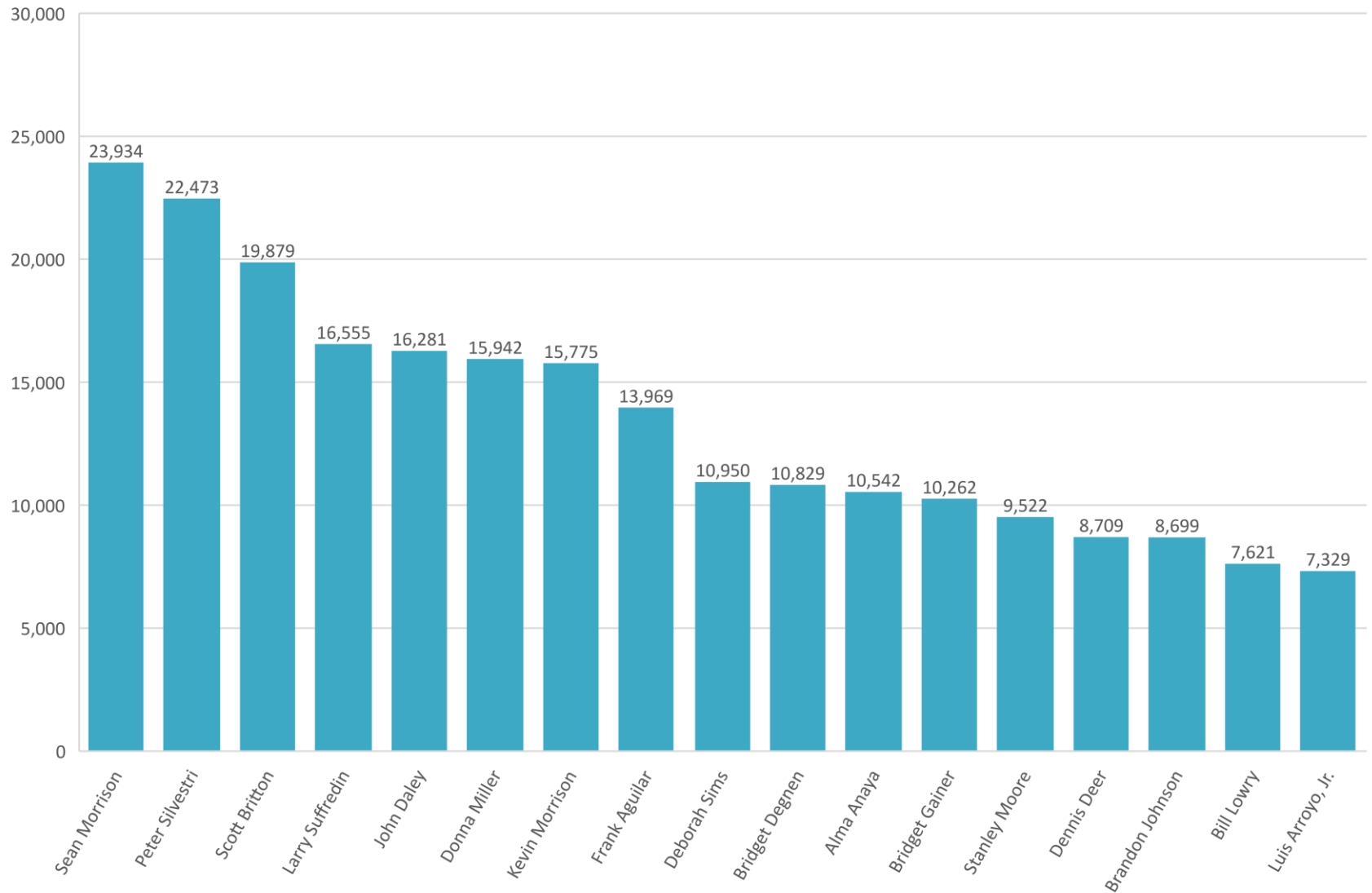
Payments made through 10/1/2021

2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: TREASURER'S OFFICE IN-PERSON PAYMENTS



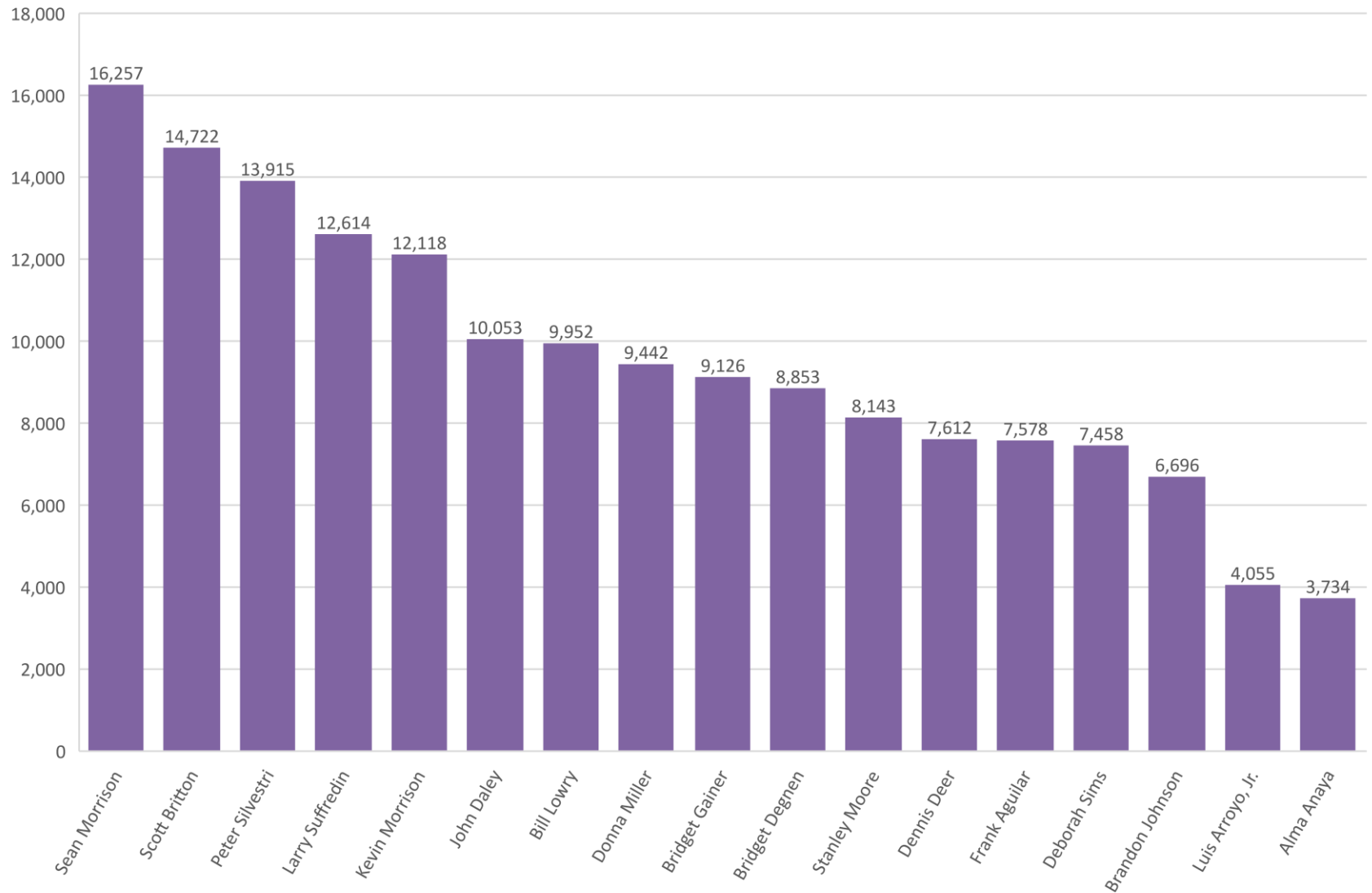
Payments made through 10/1/2021

2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: CHASE BANK BRANCH PAYMENTS



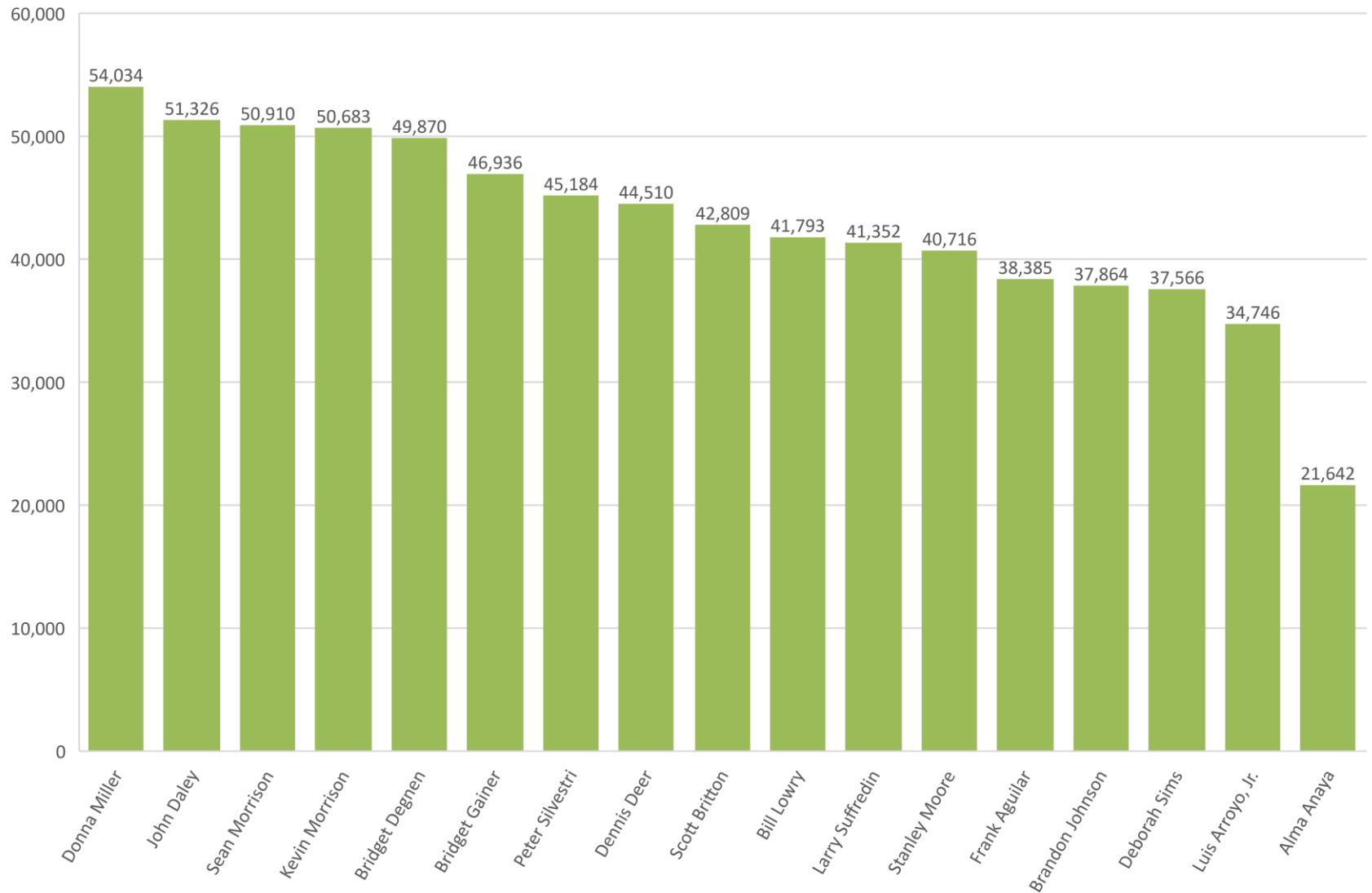
Payments made through 10/1/2021

2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: MAIL (LOCKBOX) PAYMENTS



Payments made through 10/1/2021

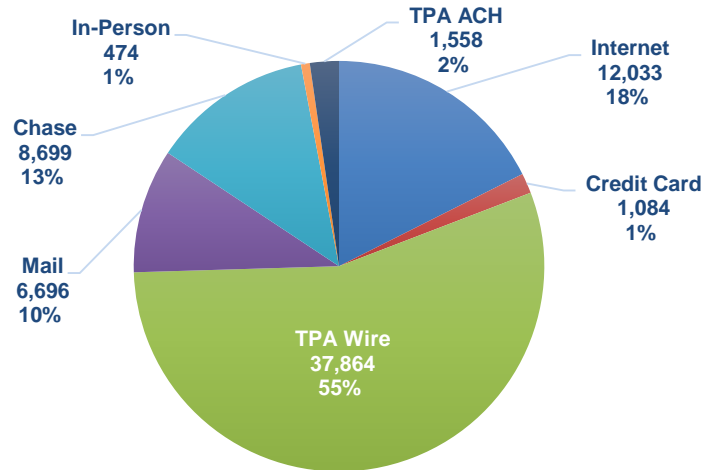
2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: THIRD-PARTY AGENT (MORTGAGE) WIRE PAYMENTS



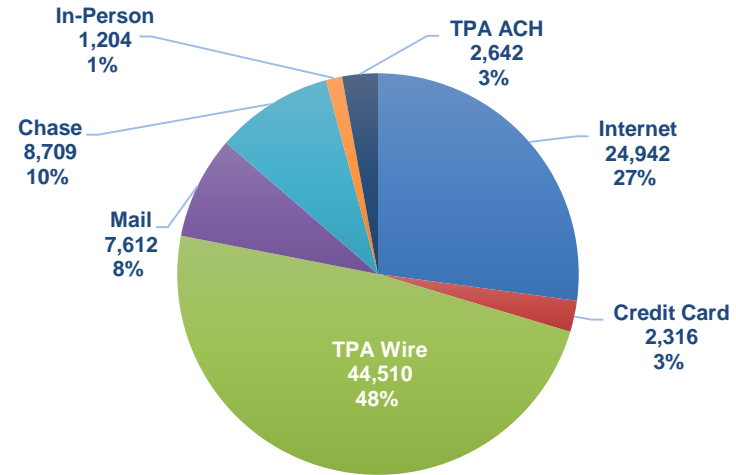
Payments made through 10/1/2021

2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

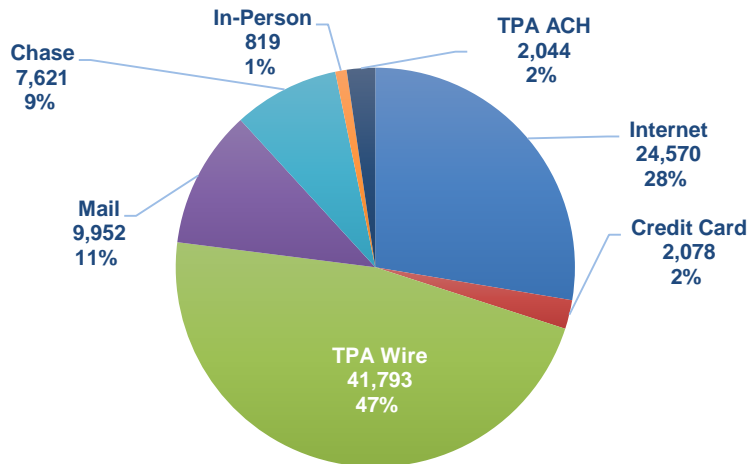
Brandon Johnson – District 1



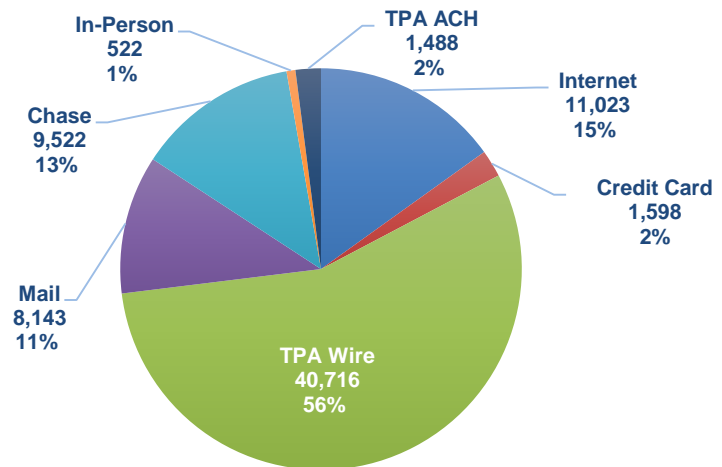
Dennis Deer - District 2



Bill Lowry - District 3

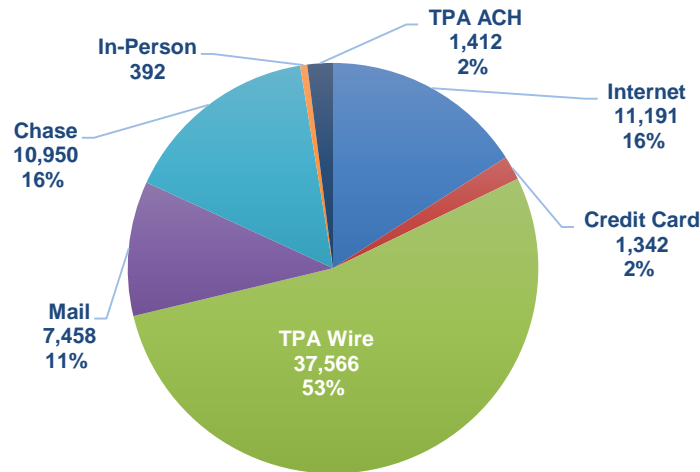


Stanley Moore - District 4

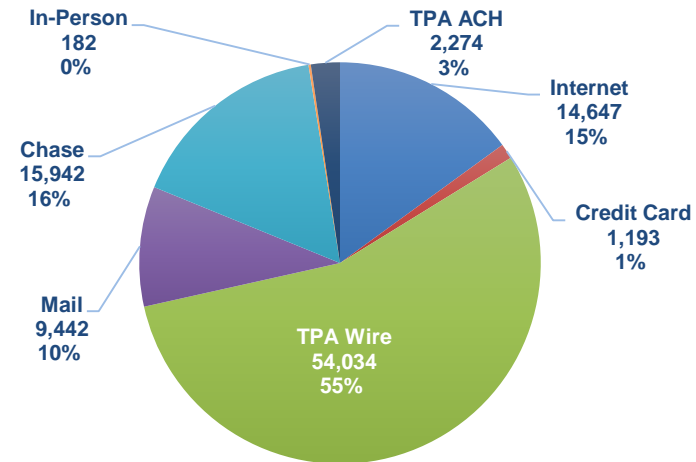


2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

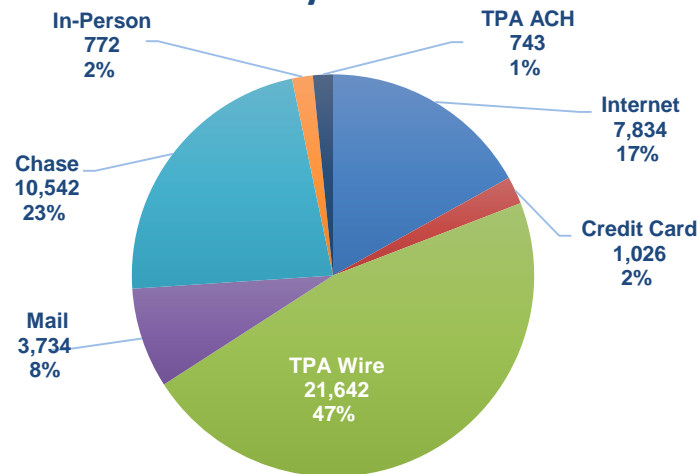
Deborah Sims - District 5



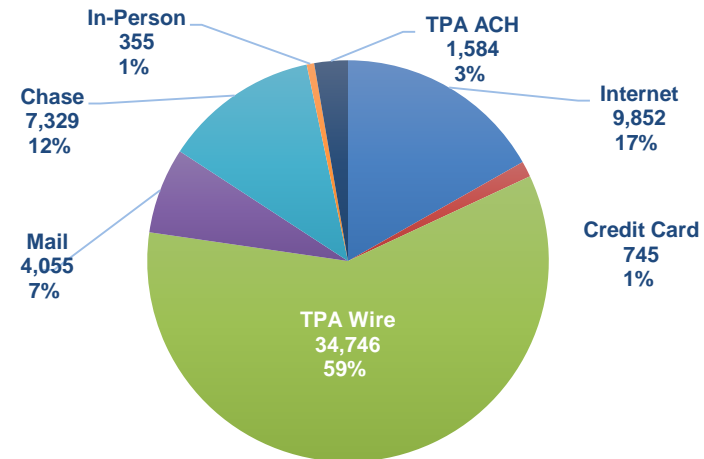
Donna Miller - District 6



Alma Anaya - District 7

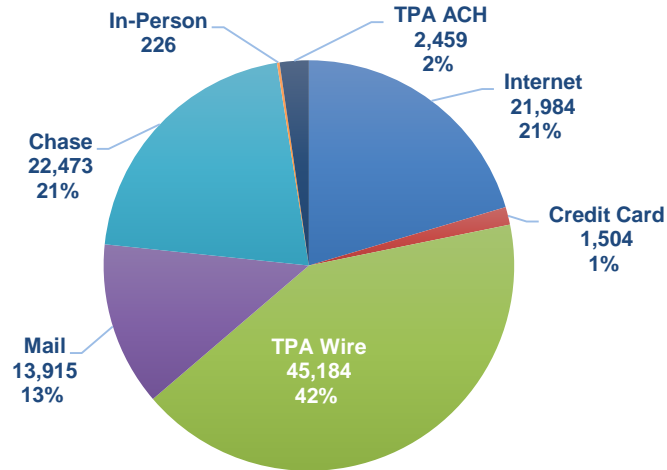


Luis Arroyo, Jr. - District 8

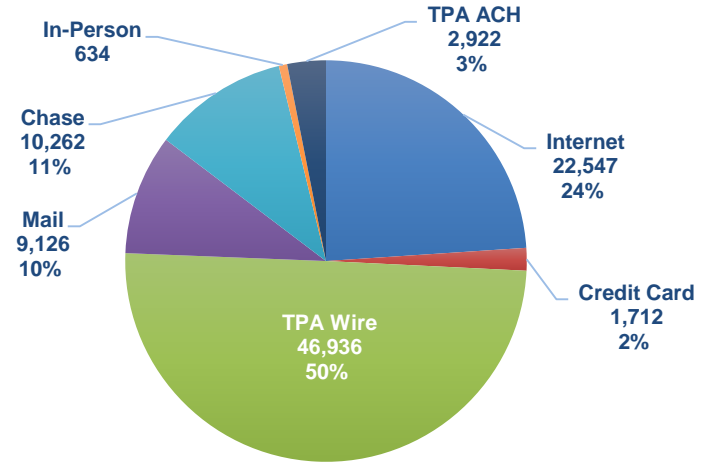


2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

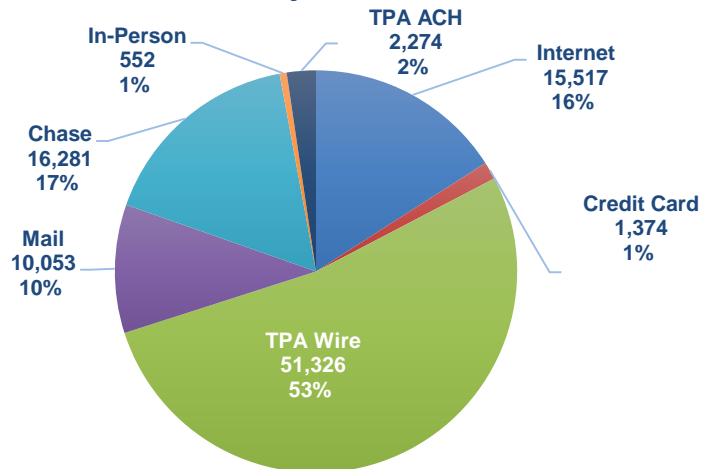
Peter Silvestri - District 9



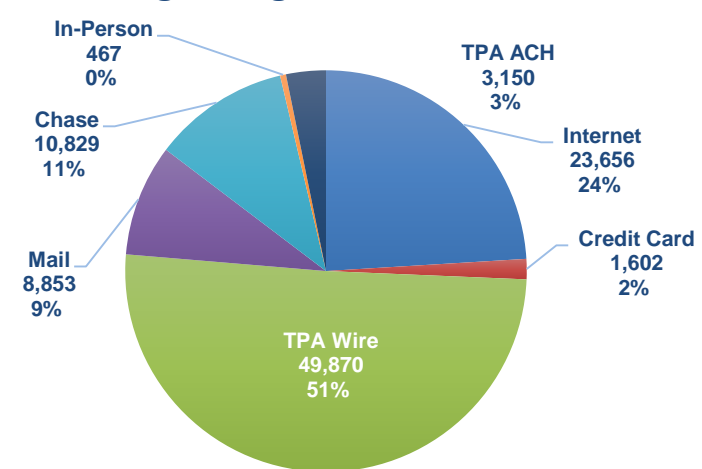
Bridget Gainer - District 10



John Daley - District 11

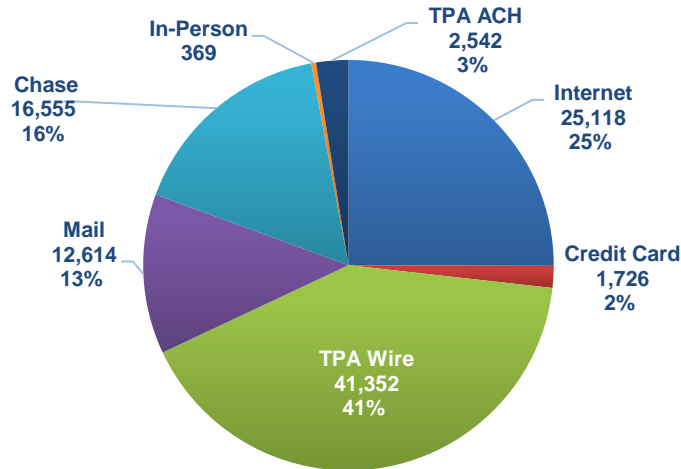


Bridget Degnen - District 12

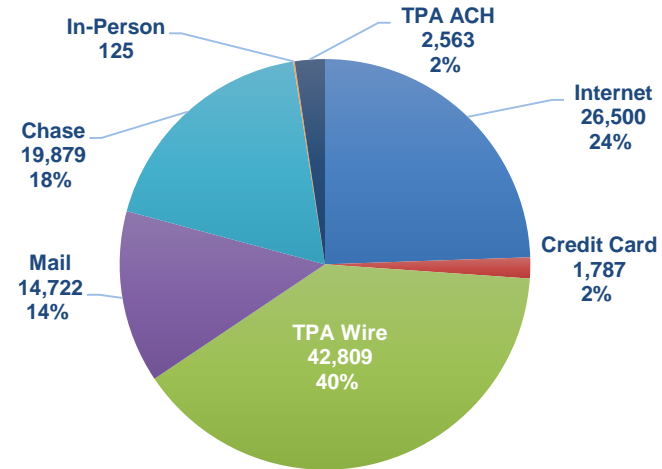


2020 SECOND INSTALLMENT PAYMENT BREAKDOWN: PAYMENT METHOD BY COMMISSIONER DISTRICT

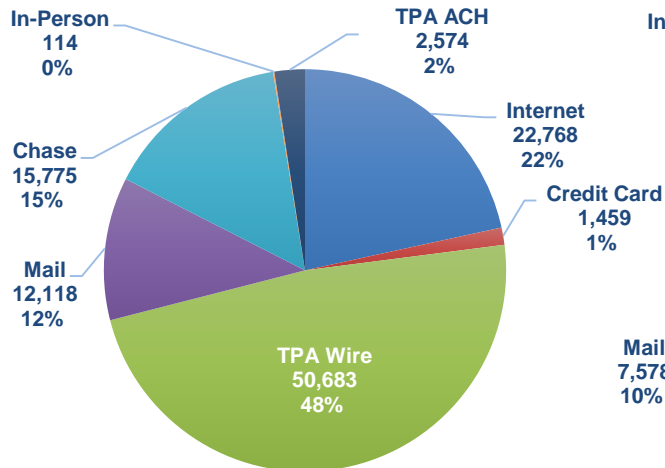
Larry Suffredin - District 13



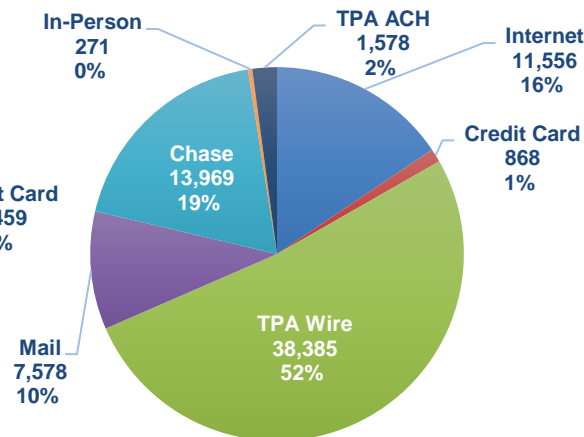
Scott Britton - District 14



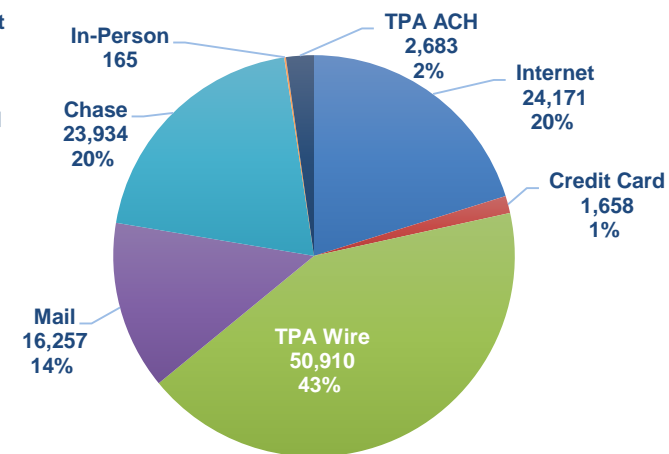
Kevin Morrison - District 15



Frank Aguilar - District 16



Sean Morrison - District 17



TAX YEAR 2018 UNPAID, TAX SALE ELIGIBLE – PIN BREAKDOWN

Tax Year 2018 Annual Tax Sale scheduled to begin on November 5, 2021.

