



Secured Tax Roll

Collection Results

FY2006 - FY2010

	FY 2006-2007	FY 2007-2008	(+/-)	FY 2008-2009	(+/-)	FY 2009-2010	(+/-)	FY 2010-2011	(+/-)
FIRST INSTALLMENT									
Tax Roll	\$2,091,483,192	\$2,276,671,518	8.85%	\$2,373,505,479	4.25%	\$2,371,329,006	-0.09%	\$2,381,008,942	0.41%
Total Collections	\$2,054,158,836	\$2,214,455,579	7.80%	\$2,311,440,509	4.38%	\$2,331,652,647	0.87%	\$2,355,380,341	1.02%
(% collected)	98.22%	97.27%		97.39%		98.33%		98.92%	
SECOND INSTALLMENT									
Tax Roll	\$2,091,167,394	\$2,276,597,261	8.87%	\$2,373,283,895	4.25%	\$2,369,835,559	-0.15%	\$2,380,675,679	0.46%
Total Collections	\$2,021,021,092	\$2,177,965,635	7.77%	\$2,275,385,142	4.47%	\$2,306,532,335	1.37%	\$2,335,687,340	1.26%
(% collected)	96.65%	95.67%		95.87%		97.33%		98.11%	
FISCAL YEAR TOTAL									
TOTAL TAX ROLL	\$4,182,650,586	\$4,553,268,780	8.86%	\$4,746,789,374	4.25%	\$4,741,164,566	-0.12%	\$4,761,684,622	0.43%
TOTAL COLLECTIONS	\$4,075,179,929	\$4,392,421,214	7.78%	\$4,586,825,652	4.43%	\$4,638,184,982	1.12%	\$4,691,067,681	1.14%
(% collected)	97.43%	96.47%		96.63%		97.83%		98.52%	

Fiscal Year Total - Excluding penalties and fees.

Source: TC01CA-70 Collection Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.

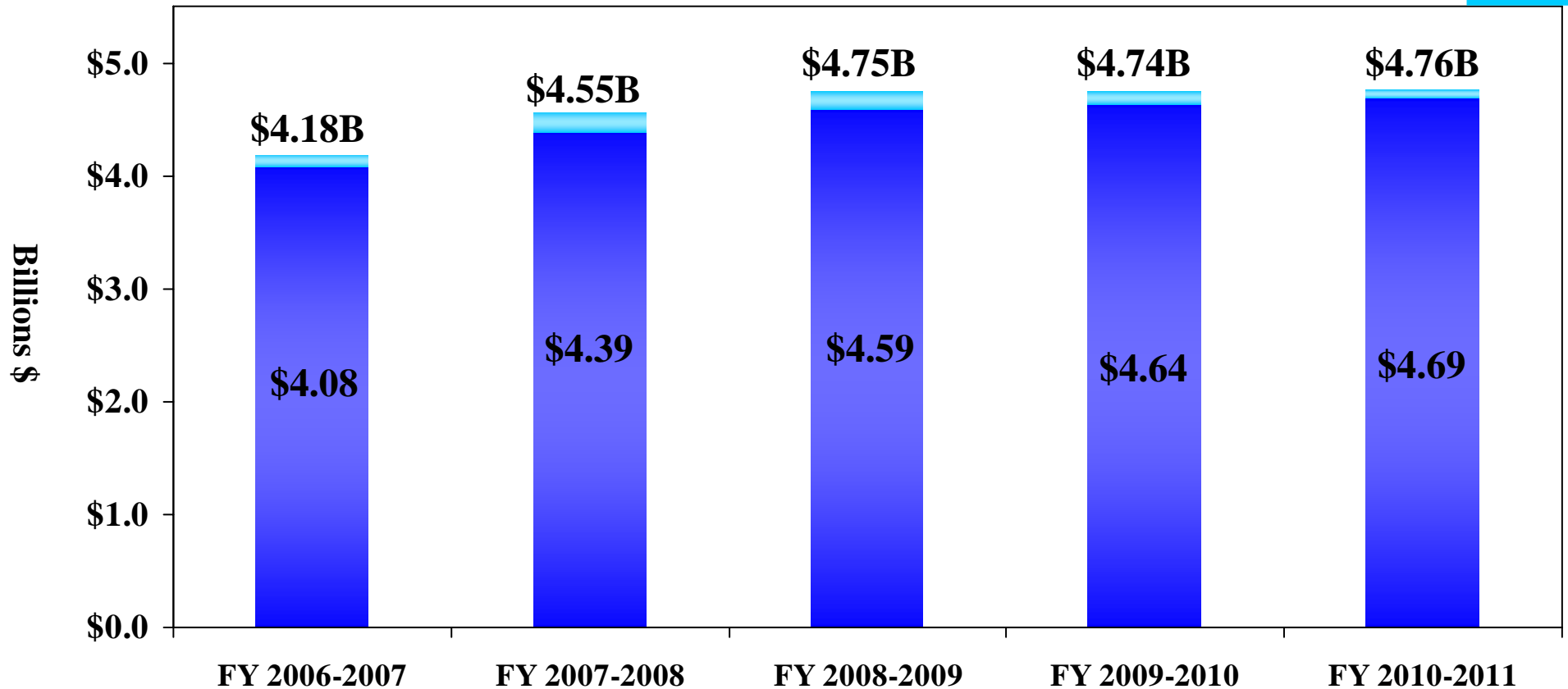


Secured Tax Roll

Amount Collected

FY2006 - FY2010

Amount collected increased 1.14% or \$52.9M



Fiscal Year Total – Excluding penalties and fees.

Source: TC01CA-70 Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.

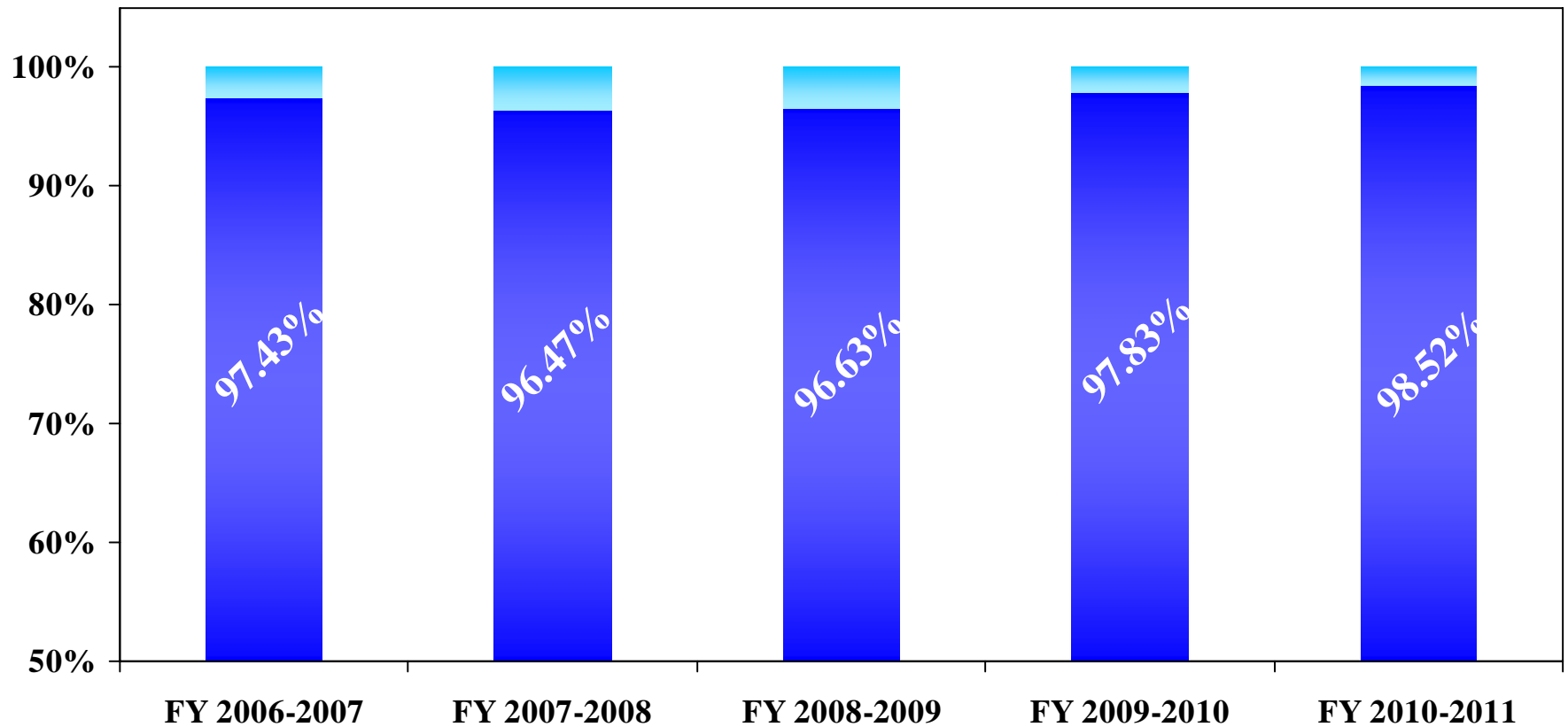


Secured Tax Roll

Percent Collected

FY2006 - FY2010

Percent collected increased **0.69%** pts.



Fiscal Year Total – Excluding penalties and fees.

Source: TC01CA-70 Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.



Secured Tax Roll

Collection Results

Including Penalties & Fees

FY2006 - FY2010

	FY 2006-2007	FY 2007-2008	(+/-)	FY 2008-2009	(+/-)	FY 2009-2010	(+/-)	FY 2010-2011	(+/-)
FIRST INSTALLMENT									
Tax Roll	\$2,103,367,836	\$2,293,056,388	9.02%	\$2,389,991,726	4.23%	\$2,384,789,232	-0.22%	\$2,392,554,942	0.33%
Total Collections	\$2,062,342,625	\$2,224,649,803	7.87%	\$2,321,754,598	4.36%	\$2,341,169,772	0.84%	\$2,364,386,488	0.99%
(% collected)	98.05%	97.02%		97.14%		98.17%		98.82%	
SECOND INSTALLMENT									
Tax Roll	\$2,105,742,620	\$2,295,307,744	9.00%	\$2,392,300,720	4.23%	\$2,384,227,483	-0.34%	\$2,393,003,574	0.37%
Total Collections	\$2,028,272,902	\$2,185,985,810	7.78%	\$2,283,791,049	4.47%	\$2,314,034,396	1.32%	\$2,343,109,112	1.26%
(% collected)	96.32%	95.24%		95.46%		97.06%		97.91%	
FISCAL YEAR TOTAL									
TOTAL TAX ROLL	\$4,209,110,456	\$4,588,364,132	9.01%	\$4,782,292,446	4.23%	\$4,769,016,715	-0.28%	\$4,785,558,515	0.35%
TOTAL COLLECTIONS	\$4,090,615,527	\$4,410,635,613	7.82%	\$4,605,545,647	4.42%	\$4,655,204,168	1.08%	\$4,707,495,601	1.12%
(% collected)	97.18%	96.13%		96.30%		97.61%		98.37%	

Fiscal Year Total - Including penalties and fees.

Source: TC01CA-70 Collection Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.

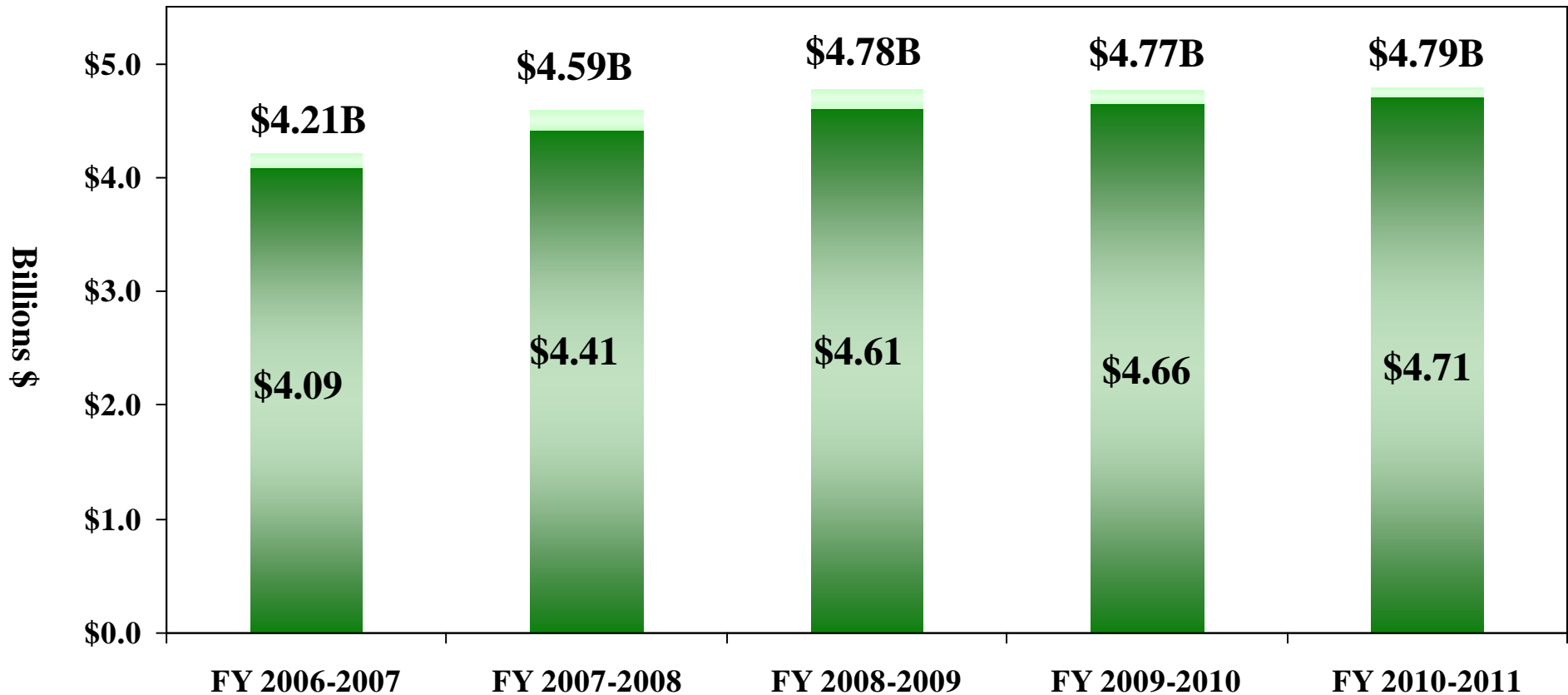


Secured Tax Roll

Amount Collected
Including Penalties & Fees

FY2006 - FY2010

Amount
collected
increased
1.12%
or
\$52.3M



Fiscal Year Total - Including penalties and fees.

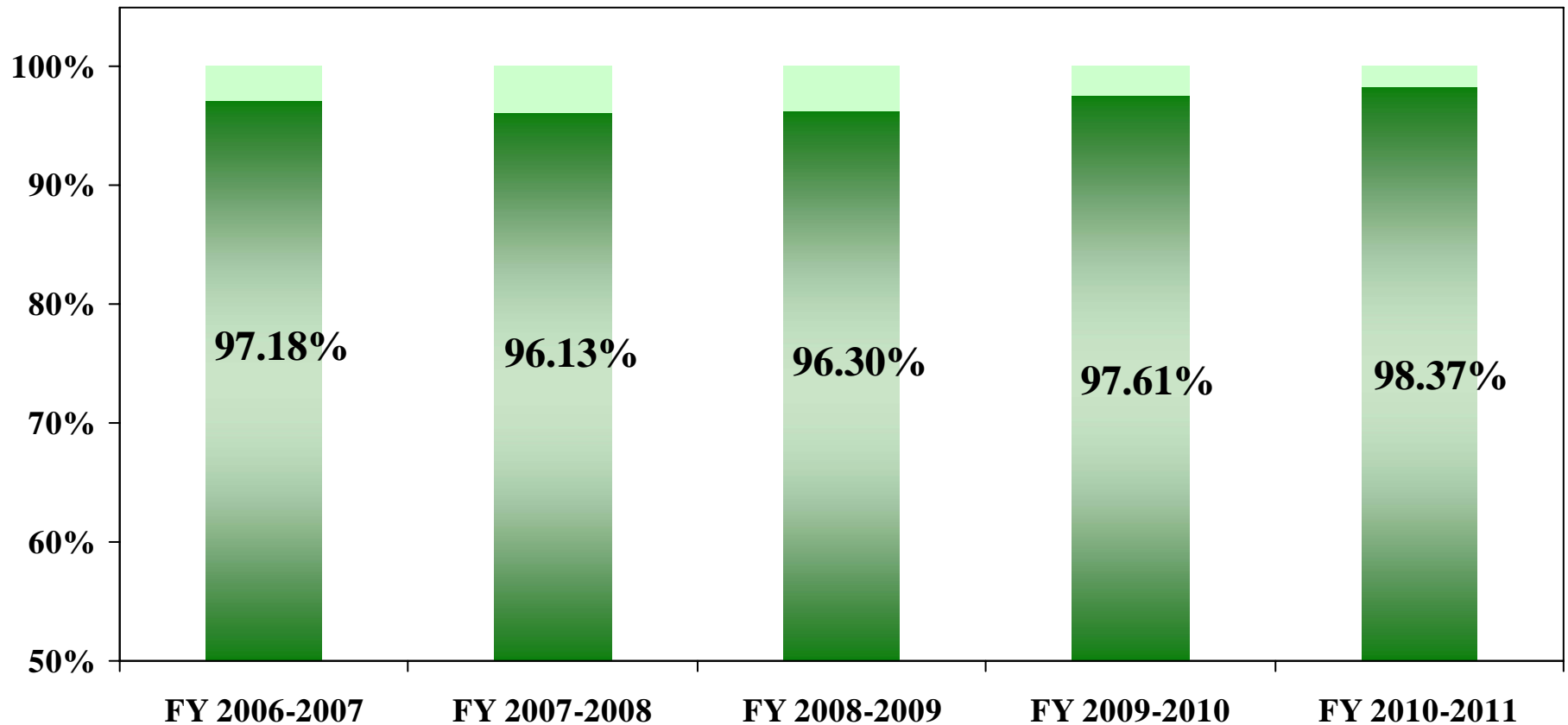
Source: TC01CA-70 Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.



Secured Tax Roll

Percent Collected Including Penalties & Fees FY2006 - FY2010

Percent
collected
increased
0.76%
pts.



Fiscal Year Total - Including penalties and fees.

Source: TC01CA-70 Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.



Secured Tax Roll

Number of Bills Paid

FY2006 - FY2010

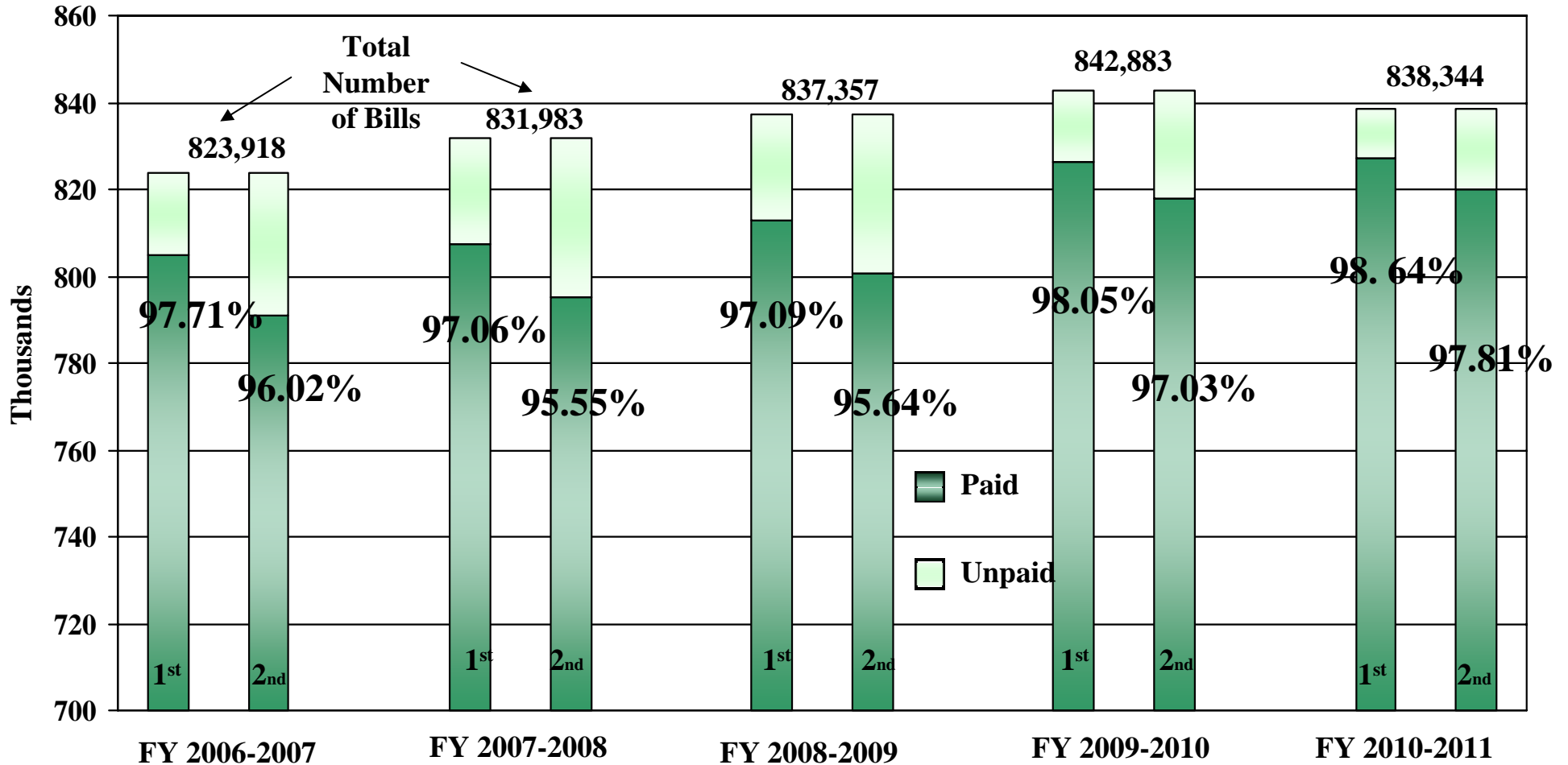
	FY 2006-2007	FY 2007-2008	(+/-)	FY 2008-2009	(+/-)	FY 2009-2010	(+/-)	FY 2010-2011	(+/-)
FIRST INSTALLMENT									
Bills Paid	805,049	807,562	0.31%	812,969	0.67%	826,428	1.66%	826,970	0.07%
(% Paid)	97.71%	97.06%		97.09%		98.05%		98.64%	
Bills Unpaid	18,869	24,421	n/m	24,388	n/m	16,455	n/m	11,374	n/m
(% Delinquent)	2.29%	2.94%		2.91%		1.95%		1.36%	
SECOND INSTALLMENT									
Bills Paid	791,141	794,962	0.48%	800,834	0.74%	817,835	2.12%	819,969	0.26%
(% Paid)	96.02%	95.55%		95.64%		97.03%		97.81%	
Bills Unpaid	32,777	37,021	n/m	36,523	n/m	25,048	n/m	18,375	n/m
(% Delinquent)	3.98%	4.45%		4.36%		2.97%		2.19%	
TOTAL NUMBER OF SECURED BILLS									
	823,918	831,983	0.98%	837,357	0.65%	842,883	0.66%	838,344	-0.54%

Fiscal Year Total
Source: TC01CA-70 Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.



Secured Tax Roll

Number of Bills Paid FY2006 - FY2010



Source: TC01CA-70 Reports dated: July 8, 2007; July 5, 2008; July 3, 2009; July 5, 2010 and July 2, 2011 respectively.



Unsecured Tax Roll

Collection Results

FY2006 - FY2010

	<u>FY 2006-2007</u>	<u>FY 2007-2008</u>	(+/-)	<u>FY 2008-2009</u>	(+/-)	<u>FY 2009-2010</u>	(+/-)	<u>FY 2010-2011</u>	(+/-)
Excluding Penalties and Fees									
Unsecured Tax Roll	\$218,945,876	\$214,356,724	-2.10%	\$225,358,727	5.13%	\$227,652,840	1.02%	\$224,511,144	-1.38%
Total Collections	\$203,753,966	\$210,034,235	3.08%	\$218,736,341	4.14%	\$220,020,760	0.59%	\$215,652,443	-1.99%
(% Collected)	93.06%	97.98%		97.06%		96.65%		96.05%	
(% Uncollected)	6.94%	2.02%		2.94%		3.35%		3.95%	
Including Penalties and Fees									
Unsecured Tax Roll	\$230,805,633	\$221,743,814	-3.93%	\$233,547,431	5.32%	\$236,442,342	1.24%	\$233,767,223	-1.13%
Total Collections	\$213,117,397	\$215,724,109	1.22%	\$224,745,335	4.18%	\$226,137,618	0.62%	\$222,457,882	-1.63%
(% Collected)	92.34%	97.29%		96.23%		95.64%		95.16%	
(% Uncollected)	7.66%	2.71%		3.77%		4.36%		4.84%	
PRIOR YEAR - Including Penalties and Fees									
Unsecured Tax Roll	\$58,316,918	\$74,794,423	28.26%	\$77,262,751	3.30%	\$81,327,894	5.26%	\$93,178,297	14.57%
Total Collections	\$5,231,173	\$8,599,062	64.38%	\$10,641,030	23.75%	\$5,802,623	-45.47%	\$3,876,462	-33.19%
(% Collected)	8.97%	11.50%		13.77%		7.13%		4.16%	
(% Uncollected)	91.03%	88.50%		86.23%		92.87%		95.84%	

Fiscal Year Totals

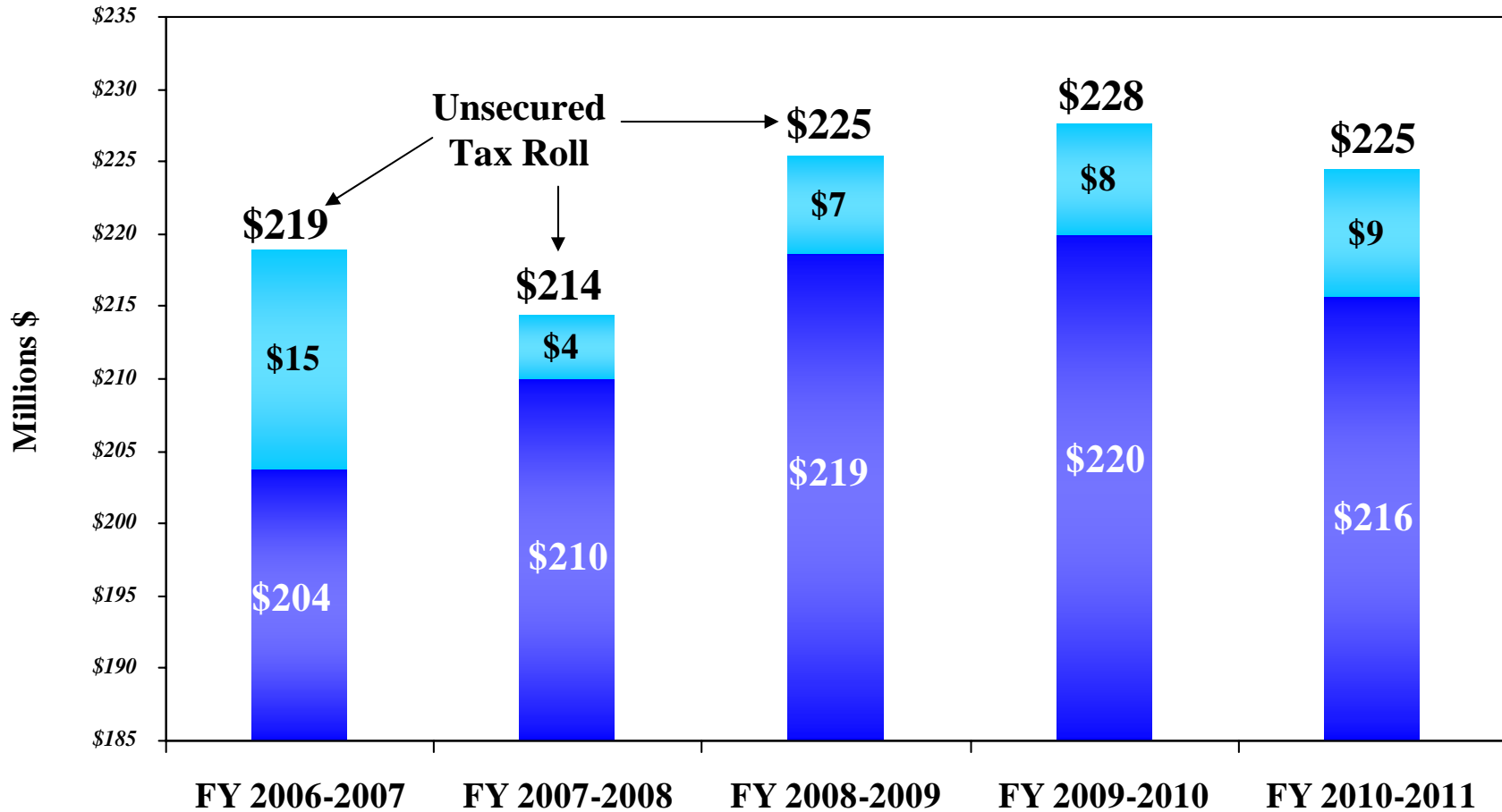
Source: TC18CA-70 Collection Reports dated: June 5, 2007; June 9, 2008; June 6, 2009; June 5, 2010, and June 7, 2011 respectively.



Unsecured Tax Roll

Amount Collected

FY2006 - FY2010

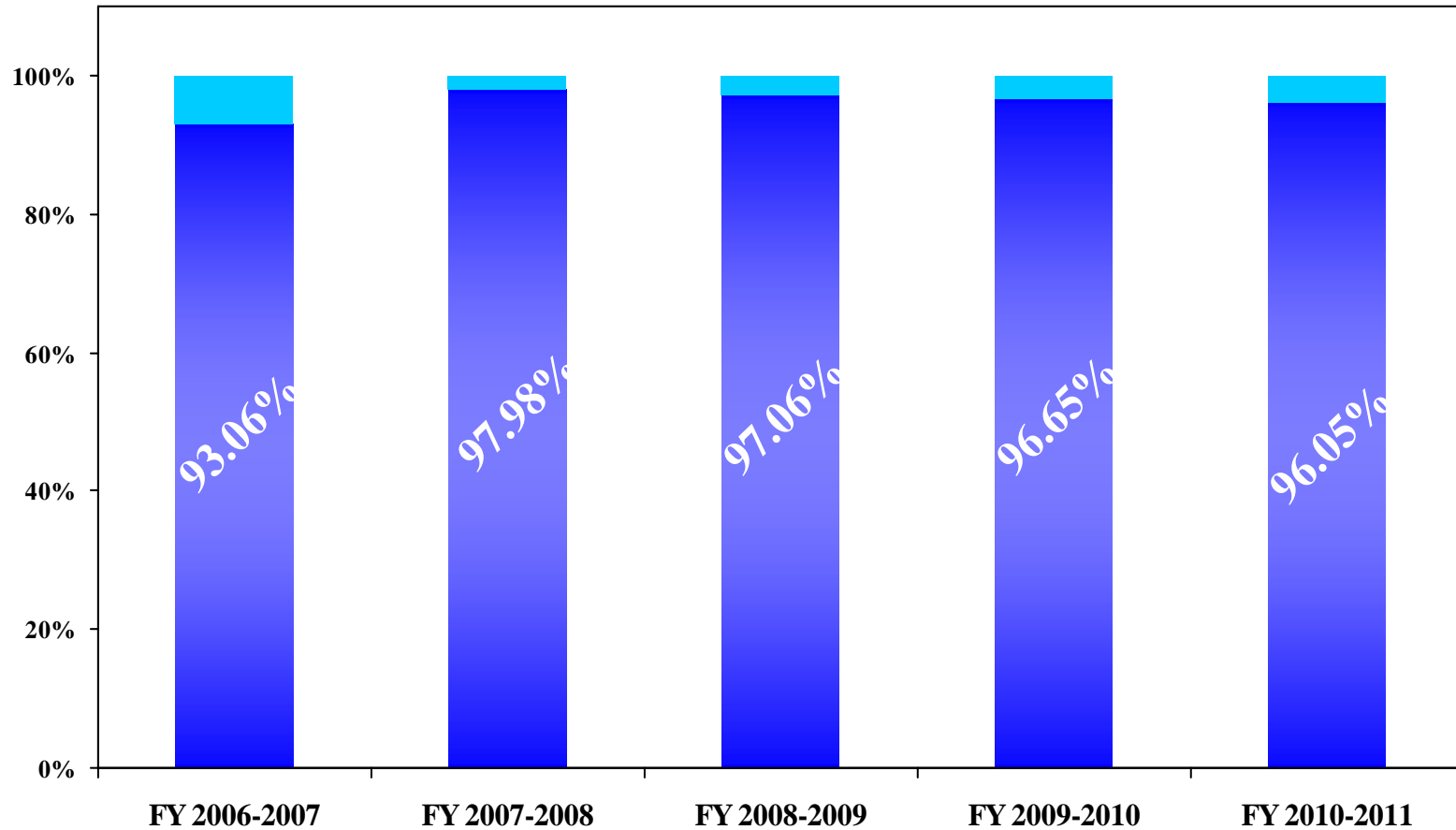


Fiscal Year Total - Excluding Penalties and Fees.

Source: TC18CA-70 Reports dated: June 5, 2007; June 9, 2008; June 6, 2009; June 5, 2010, and June 7, 2011 respectively.



Unsecured Tax Roll Percent Collected FY2006 - FY2010



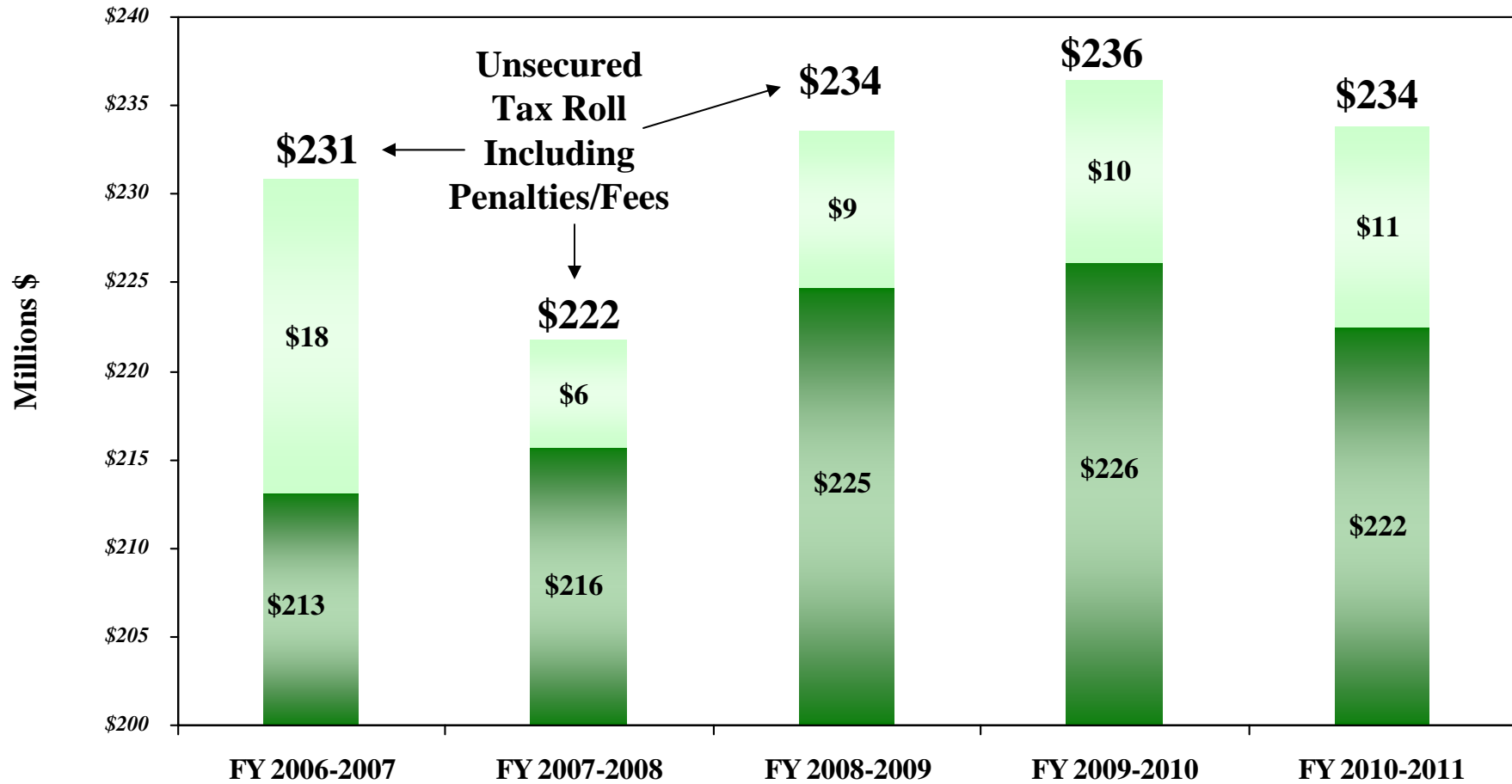
Fiscal Year Total - Excluding Penalties and Fees.

Source: TC18CA-70 Reports dated: June 5, 2007; June 9, 2008; June 6, 2009; June 5, 2010, and June 7, 2011 respectively.



Unsecured Tax Roll

Amount Collected Including Penalties & Fees FY 2006-2010



Fiscal Year Total - Including Penalties and Fees.

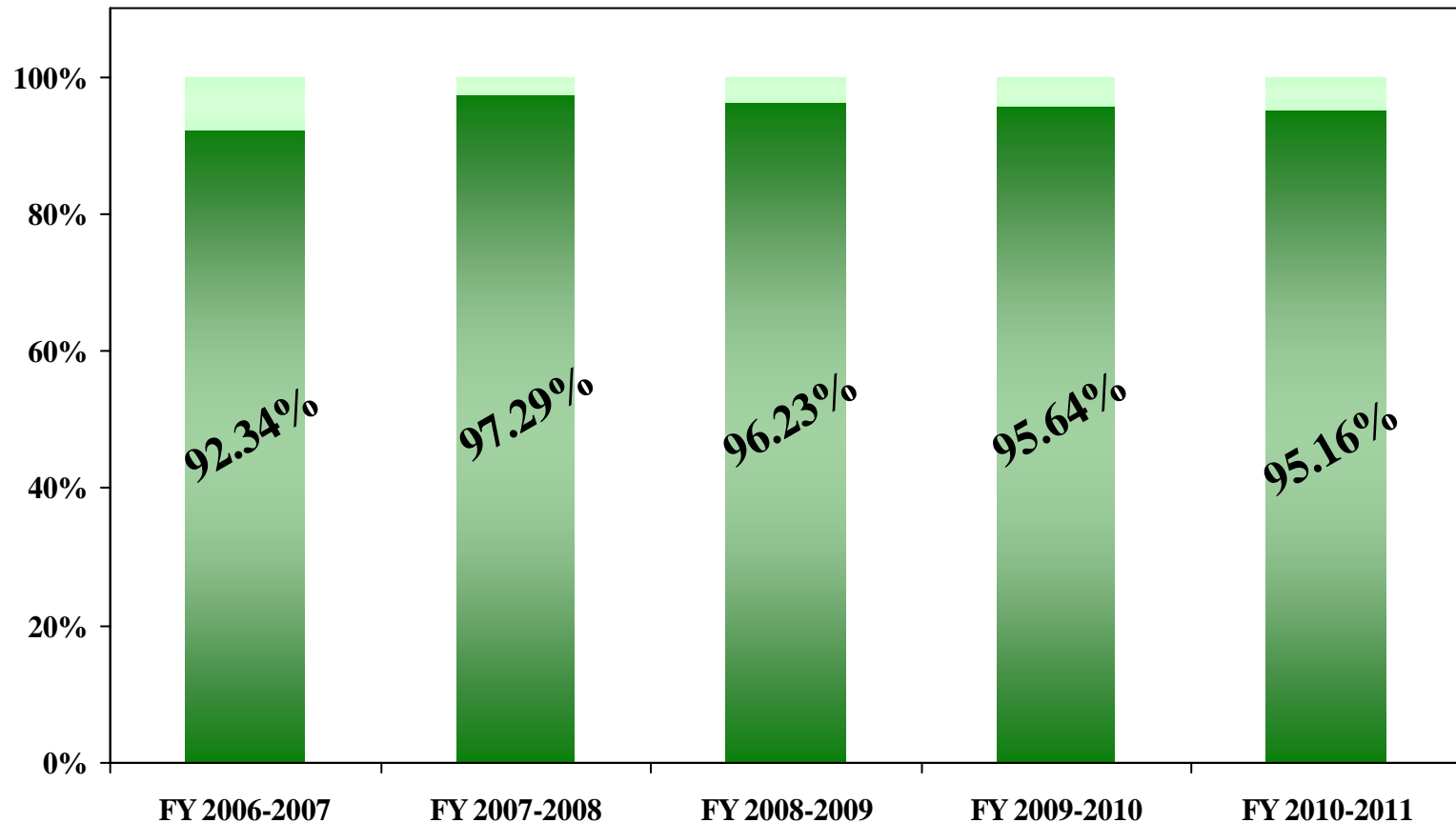
Source: TC18CA-70 Reports dated: June 5, 2007; June 9, 2008; June 6, 2009; June 5, 2010, and June 7, 2011 respectively.



Unsecured Tax Roll

Percent Collected
Including Penalties & Fees

FY 2006 - FY2010



Fiscal Year Total - Including Penalties and Fees.

Source: TC18CA-70 Reports dated: June 5, 2007; June 9, 2008; June 6, 2009; June 5, 2010, and June 7, 2011 respectively.

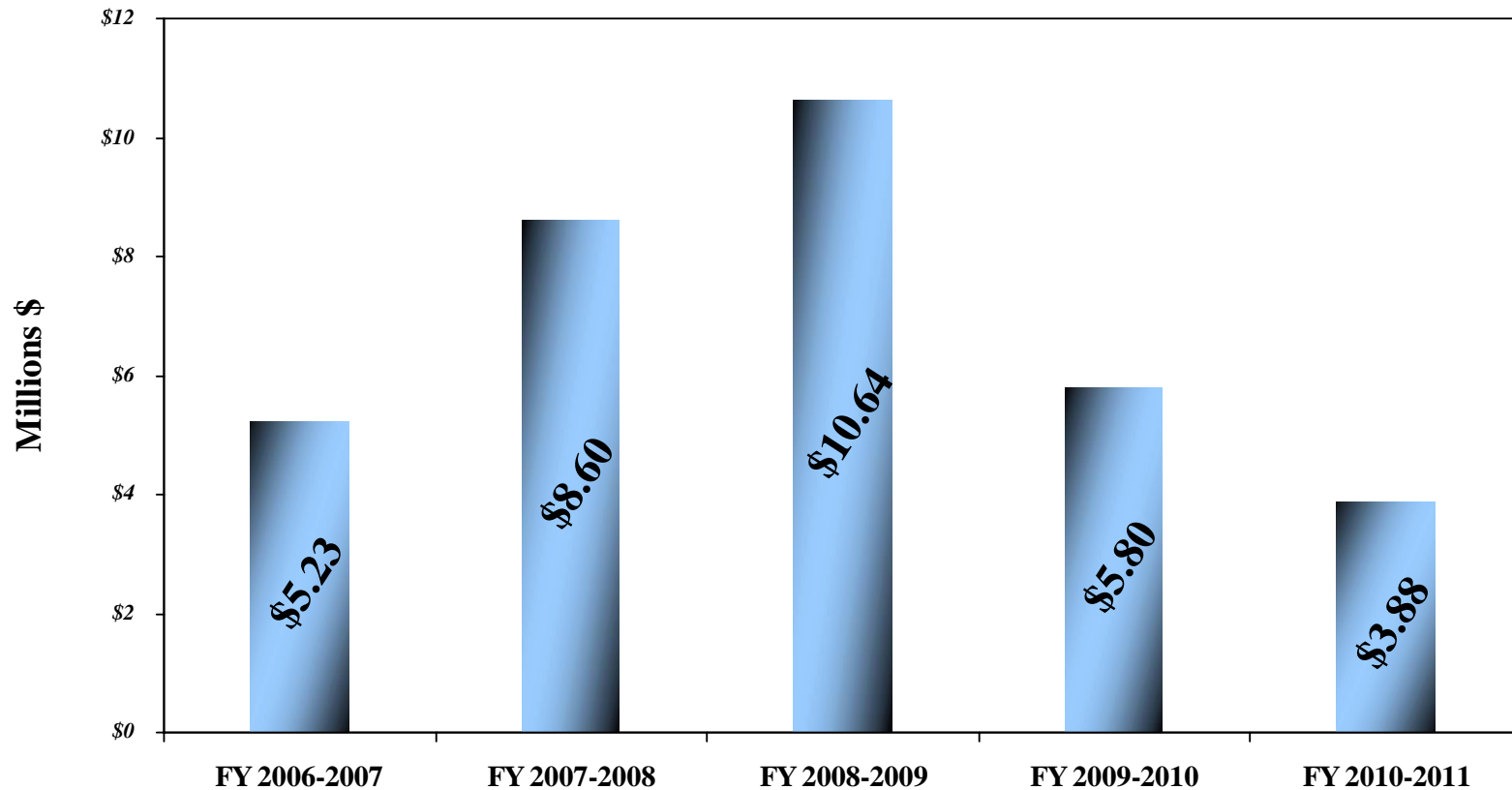


PRIOR YEAR Unsecured

Collected Amounts

Including Penalties & Fees

FY2006 - FY2010



Fiscal Year Total - Including Penalties and Fees.

Source: TC18CA-70 Reports dated: June 5, 2007; June 9, 2008; June 6, 2009; June 5, 2010, and June 7, 2011 respectively.

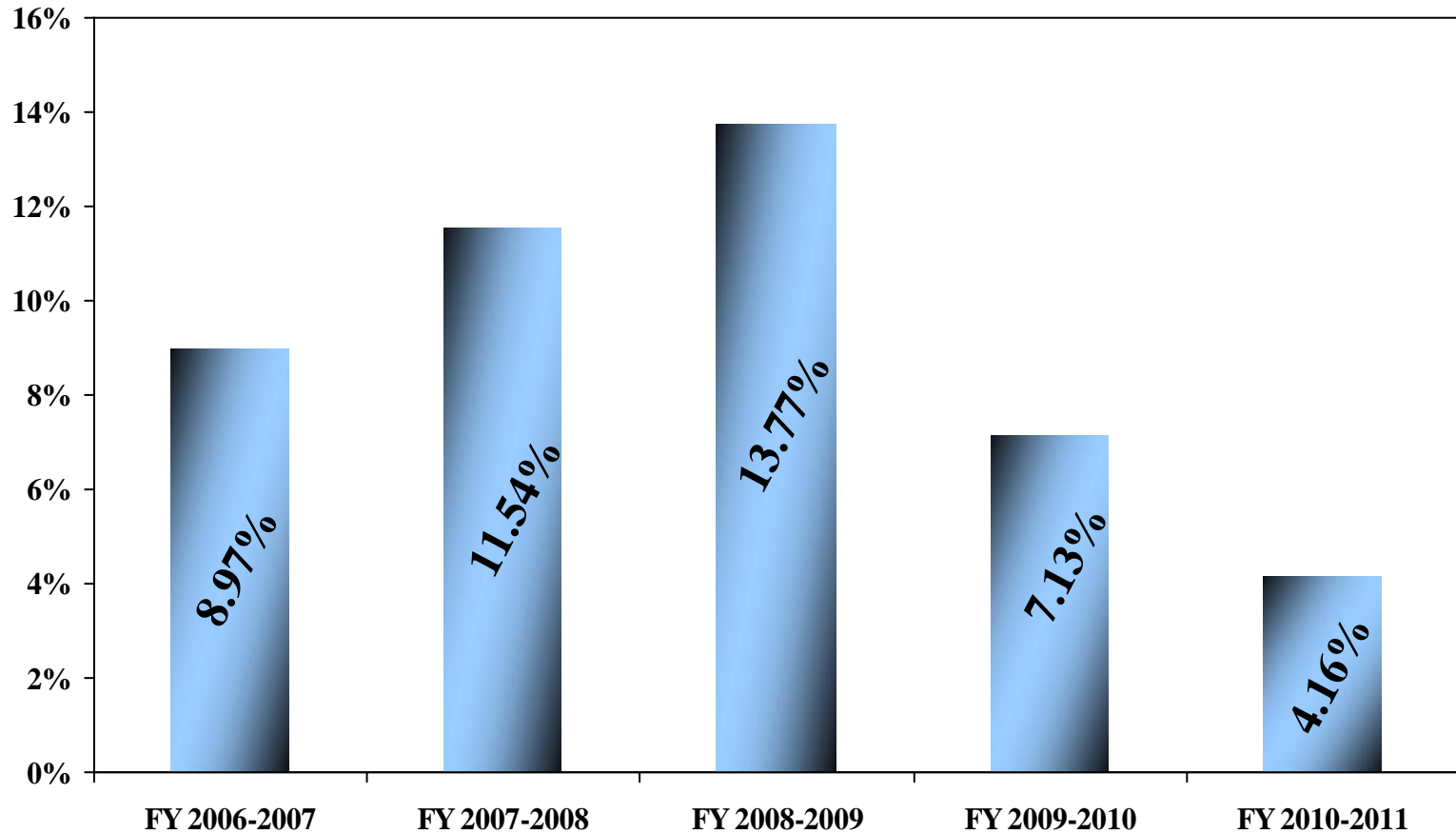


PRIOR YEAR Unsecured

Percent Collected

Including Penalties & Fees

FY2006 - FY2010



Fiscal Year Total - Including Penalties and Fees.

Source: TC18CA-70 Reports dated: June 5, 2007; June 9, 2008; June 6, 2009; June 5, 2010, and June 7, 2011 respectively.



COLLECTION BY PAYMENT SOURCE

FY2006 - FY2010 COMPARISON

	FY 2006-2007 ¹	FY 2007-2008 ²	(+/-)	FY 2008-2009 ³	(+/-)	FY 2009-2010 ⁴	(+/-)	FY 2010-2011 ⁵	(+/-)
Phone Credit Card									
Payment Amount ⁶	\$29,446,653	\$37,785,112	28%	\$29,400,791	-22%	\$21,945,059	-25%	\$20,605,811	-6%
# of Transactions	14,992	17,679	18%	13,961	-21%	11,517	-18%	10,697	-7%
Web ACH									
Payment Amount ⁶	\$421,863,864	\$478,105,340	13%	\$519,618,011	9%	\$517,566,705	0%	\$538,878,590	4%
# of Transactions	91,531	94,763	4%	103,210	9%	115,695	12%	130,837	13%
Web Credit Cards									
Payment Amount ⁶	\$116,942,218	\$143,468,329	23%	\$128,144,263	-11%	\$115,471,109	-10%	\$114,994,485	0%
# of Transactions	46,783	54,474	16%	49,770	-9%	48,060	-3%	48,916	2%
TOTAL									
Payment Amount ⁶	\$568,252,734	\$659,358,781	16%	\$677,163,065	3%	\$654,982,873	-3%	\$674,478,885	3%
# of Transactions	153,306	166,916	9%	166,941	0%	175,272	5%	190,450	9%

¹ EPOS report dated July 1, 2006 - June 30, 2007

² EPOS report dated July 1, 2007 - June 30, 2008

³ EPOS report dated July 1, 2008 - June 30, 2009

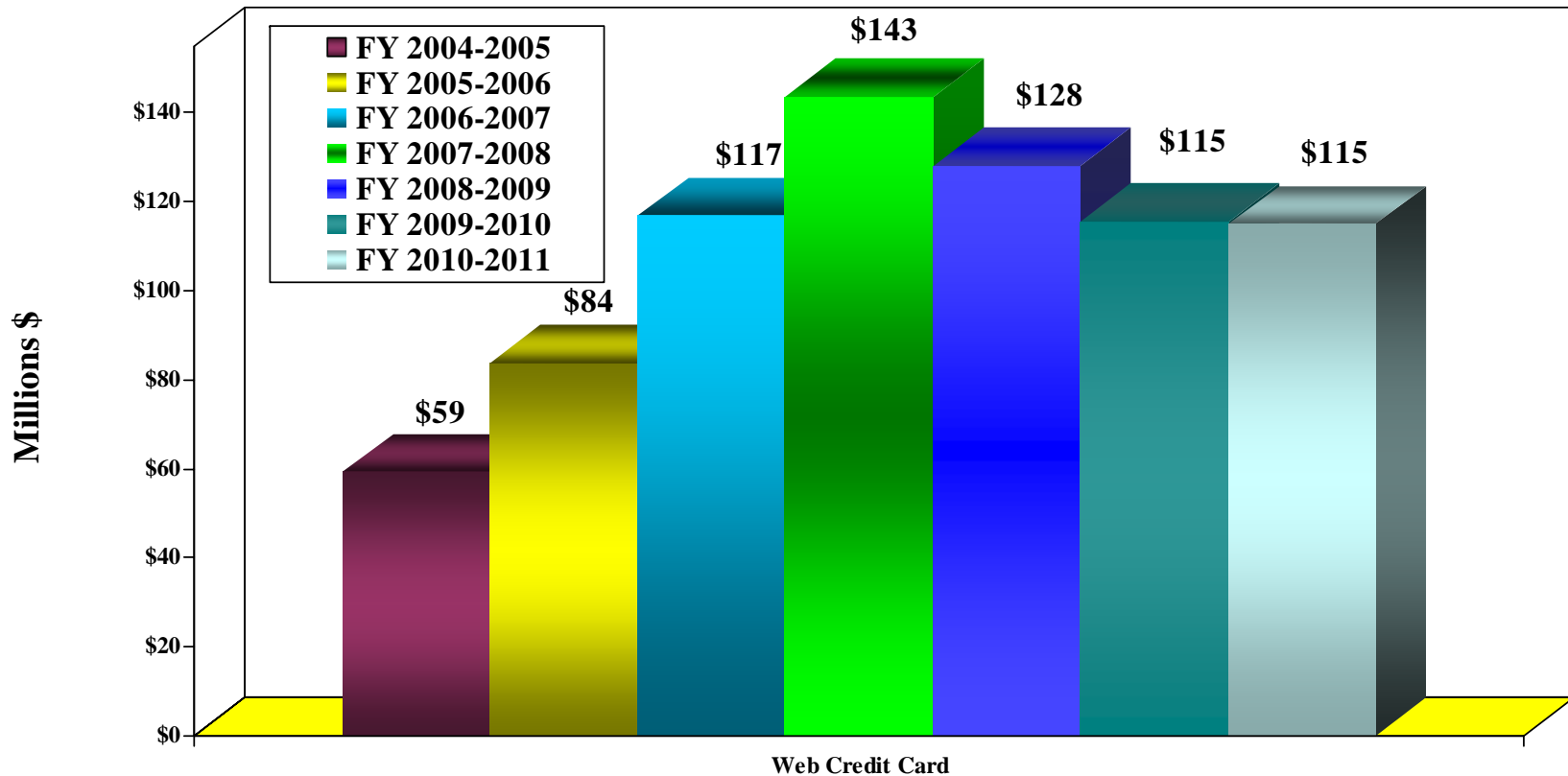
⁴ EPOS report dated July 1, 2009 - June 30, 2010

⁵ EPOS report dated July 1, 2010 - June 30, 2011

⁶ Payment amounts exclude transaction fees.



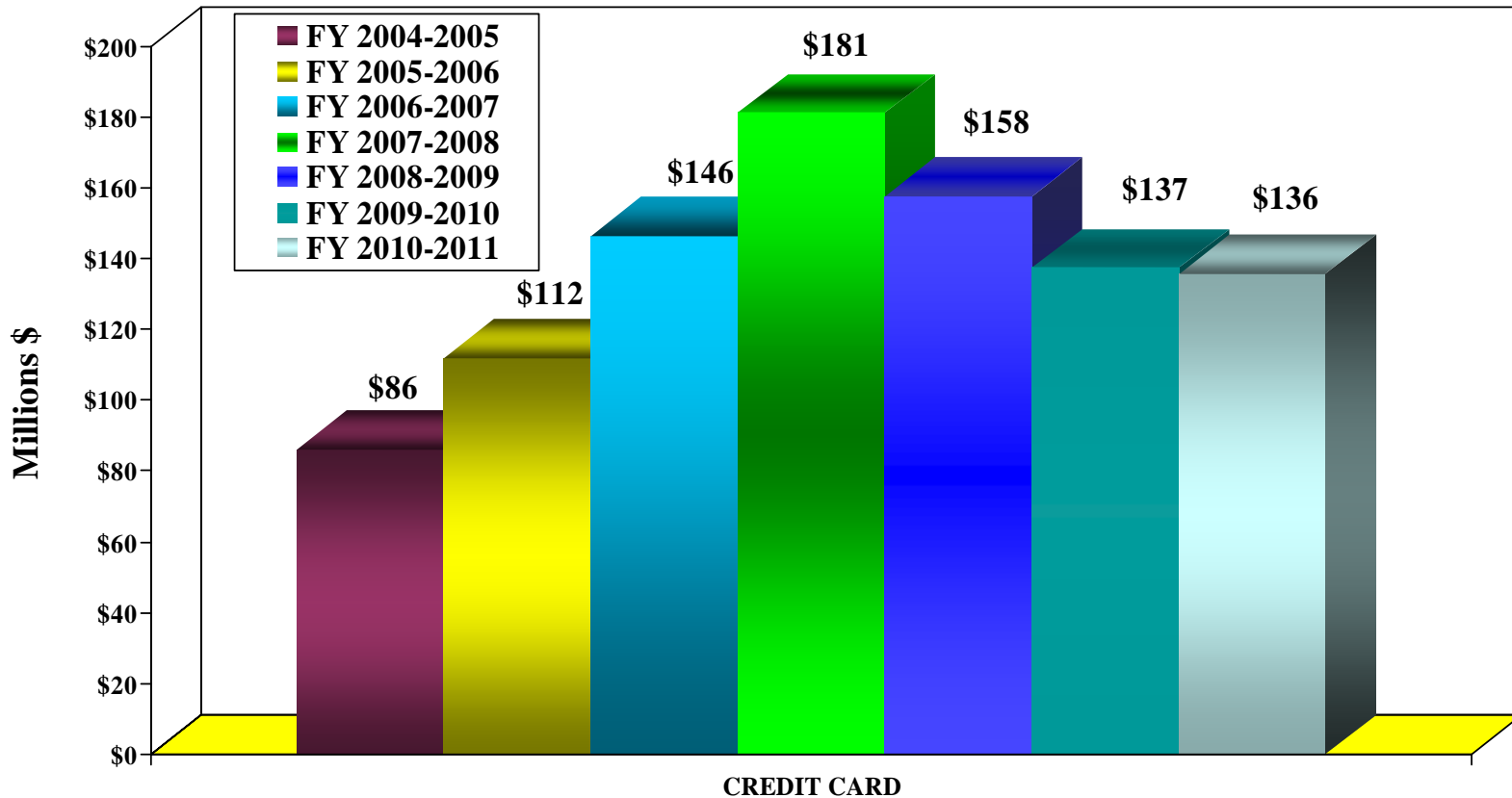
Credit Card Payments Via Internet FY 2004-2010



*Amount collected by credit card via the Internet July 1 – June 30, all rolls, excluding transaction fees (2.5%).
Source EPOS.*



Credit Card Payments via Phone and Internet FY 2004-2010



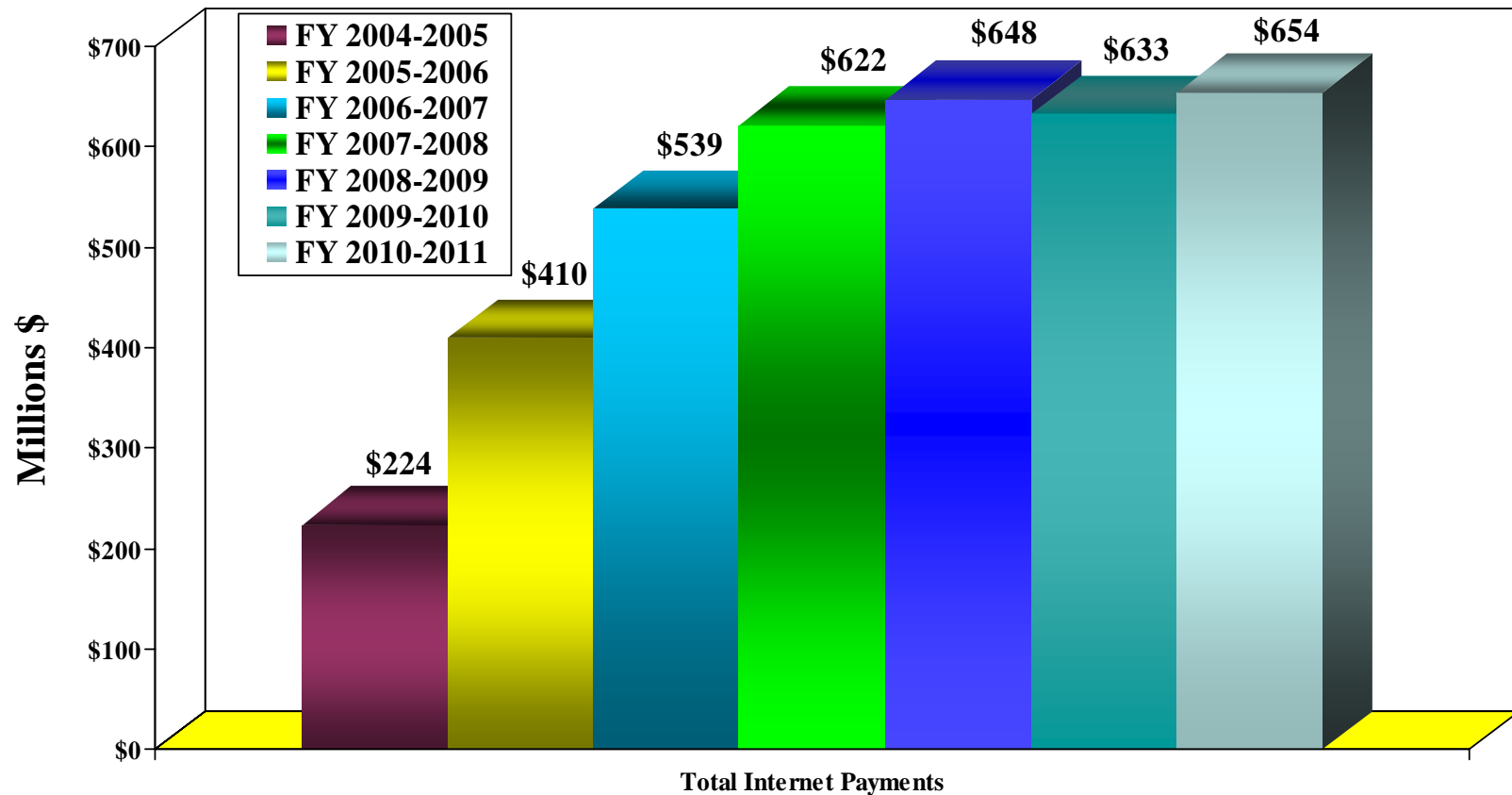
*Amount collected by credit card via phone and Internet July 1 – June 30, all rolls, excluding transaction fees (2.5%).
Source EPOS.*



Internet Payments

ACH and Credit Card

FY 2004-2010



*Total amount collected by ACH and credit card via Internet July 1 – June 30, all rolls, excluding transaction fees.
Source EPOS.*