



COUNTY of VENTURA

Civil Grand Jury

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Rec'd
6/16/25

Response to 2024-2025 Ventura County Grand Jury Report Form (Please See California Penal Code Section 933.05)

Report Title: Addressing Refund Delays in the Property Tax Assessment and Collection System

Responding Entity: Keith Taylor, Ventura County Assessor

FINDINGS

- I (we) agree with the Findings numbered: F-01, F-02, F-03 and F-04
- I (we) disagree wholly or partially with the Findings numbered: F-05
(Attach a statement specifying any portions of the Findings that are disputed; include an explanation of the reasons.)

RECOMMENDATIONS

- Recommendations numbered R-01 have been implemented.
(Attach a summary describing the implemented actions.)
- Recommendations numbered R-02 and R-04 have not yet been implemented but will be implemented in the future.
(Attach a summary indicating the timeframe for implementation.)
- Recommendations numbered _____ require further analysis.
(Attach an explanation to include: scope and parameters of the analysis or study and timeframe for the matter to be prepared for discussion with the agency or department head. The timeframe shall not exceed six months from the date of publication of the report.)
- Recommendations numbered R-03 will not be implemented because they are not warranted or are not reasonable.
(Attach an explanation.)

Date: 6/12/2025

Signed: Keith Taylor

Title: Ventura County Assessor

Number of pages attached: 1

Response to Grand Jury Report

Report Title: Addressing Refund Delays in the Property Tax Assessment and Collection System

Report Date: May 2, 2025

Responding Entity: Keith Taylor, Ventura County Assessor



Response Date: June 12, 2025

Findings Disputed:

F-05: The members of the PTACS Steering Committee which includes the Assessor, Auditor-Controller, Treasurer Tax Collector, CEO, County CFO and County CIO, have monthly meetings to address significant issues and take appropriate action needed. The Assessor is a regular participant and provides all the needed support we can to continue to move the project forward. We are available daily to provide that support.

Recommendations Implemented:

R-01: The internal dashboard has been in place over the last several weeks. It includes types, quantities, and status of all assessment roll corrections and supplementals processed and in process. We are also able to review individual status of a particular parcel number.

Recommendations That Will Be Implemented:

R-02: An online public facing portal is being created for the taxpayers. The taxpayer will be able to access their refund information through a parcel number lookup and it will provide the status of that refund by department. The system will be able to access the history back to 2023 which is when Orbit came online. The completion date is planned for 10/31/2025.

R-04: Since this recommendation is addressed to the Auditor-Controller and Treasurer-Tax Collector, the Assessor will respond by supporting this recommendation of implementing a manual process to refund property taxes.

Recommendations That Will Not Be Implemented:

R-03: The Assessor has always provided adequate internal and external resources to the Oasis platform and will continue to do that into the future. Since the Assessor went live with Oasis in October of 2021, we have been successfully using Oasis to perform the Assessor's duties. All assessment information needed, from the Assessor's Oasis system, is available to the Auditor-Controller and Treasurer-Tax Collector to process property tax refunds.