



COUNTY of VENTURA

Civil Grand Jury

800 South Victoria Avenue
Ventura, CA 93009
Tel (805) 477-1600
Fax (805) 658-4523
grandjury.countyofventura.org

Rec'd
6/13/25

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: Jeff Burgh, Ventura County Auditor-Controller

FINDINGS

- I (we) agree with the Findings numbered: F-01, F-02, F03 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: 06/11/2025

Signed: 

Title: Ventura County Auditor-Controller

Number of pages attached: 2

Response to Grand Jury Report Form

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

Report Date: May 2, 2025

Response by: Jeffery S. Burgh Title: Auditor-Controller Response Date: June 11, 2025

FINDINGS

F-01, F-02, F-03, and F-04. The Auditor-Controller's Office agrees with these findings.

F-05. The Auditor-Controller's Office disagrees with this finding. Members of the PTACS Steering Committee, which includes the Assessor, Auditor-Controller, Treasurer Tax Collector, County CEO's Office, and County CIO meet monthly to address significant issues as they arise and provide direction as necessary. The boots-on-the-ground staff meet almost daily with the vendor to discuss, at a very detailed level, issues and actions necessary to make required changes to the system. Taxpayer refund processing is discussed regularly.

RECOMMENDATIONS

R-01. This recommendation has been implemented.

- R-01: An internal dashboard is produced weekly from the system containing the types, quantities, and status of all Assessment Roll Corrections and Supplementals in process. Additional reporting is also in place that lists all parcels individually to determine individual status.

R-02 and R-04. These recommendations will be implemented in the future.

- R-02: An online portal is being created for taxpayers. The portal will initially be specific to refunds. A parcel number will be entered, and the system will provide a list of all refunds in process with their individual status by department. Implementation is planned to be completed by 10/31/2025.
- R-04: The system has a manual function designed into it, but it has not been fully tested or implemented. This functionality will allow Auditor-Controller staff to manually calculate the refund amount and then issue the related refund check. The system takes the manual data and updates various parts of the system, as necessary. This function will be fully tested and implemented by 12/31/2025.

R-03. This recommendation will not be implemented because it is not warranted (Already in place).

- R-03: The primary issue with refunds is related to the system logic and the myriads of different cases that create refunds. The vendor is slowly adding additional refund use-cases to the system. Those can be processed with the existing resources in all related County offices. There are also sufficient

County resources to process complex refunds that need to be handled manually. To date, much of the work necessary to process outstanding refunds has been completed and several thousand refunds have already been processed with the rate of processing increasing.