

**Priority:** Accountability **Lead Agency:** County Management  
**Program Offer Type:** Support **Program Contact:** Randy Walruff  
**Related Programs:** 72030, 72031, 72032, 72033, 72034, 72035, 72036, 72037, 72038, 72039, 72040, 72041, 72042, 72044

**Program Characteristics:**

**Executive Summary**

Assessment and Taxation Division (A&T) Applications Support supports the applications used by the linked programs for the A&T Division. Responsibilities include tax roll calculation, tax statement production, computer entry of data for property, taxes, and recorded documents, information and data for public requests, and supporting application users, internal and external to the County.

**Program Description**

A&T Applications Support calculates and applies taxes to property tax accounts and produces tax statements and related reports and public information. The program enters a high volume of data in support of the other linked programs. The program supplies data to satisfy public requests and manages access to the business applications. The program manages the working relationship with the application software and hardware vendors and Information Technology (IT) services, including consulting on contract formulation and implementation support. The program answers user questions and resolves problems, and provides advice on the effective use of the A&T business application systems.

**Program Justification**

A&T Applications Support contributes to the Accountability Priority by linking to all of the A&T Division programs and their contributions to Accountability. The program is responsible for calculating the property tax roll and creating tax statements, which are mandated functions of the supported programs. As a result, the program assists in answering public and media questions about property tax bills, contributing to the accountability factor of the public's perception of fairness in assessing and collecting property taxes. The program manages and provides electronic access to property tax data for over 1,500 users external to A&T that use the data to conduct their business and governmental functions. The program's other duties provide support for the linked programs that rely on the A&T business applications in order to perform their program functions.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Number of Records Keyed for Appraisal, Personal Property, Recording, etc.	931,464	860,000	939,300	925,000
Outcome	% of Residential Appraisal Transactions Re-keyed	3.0%	2.7%	3.0%	3.0%
Output	Tax Roll Work Plan Activites (Including 6 Milestones for Tax Statements)	140	150	140	145
Outcome	% Milestones Completed on Time	100.0%	100.0%	100.0%	100.0%

**Performance Measure - Description**

A&T Applications Support includes the following performance measures: (1) The number of transactions keyed (output), and the number of Residential Appraisal transactions re-keyed due to problems causing rework. The number of transactions is trending downward with the adoption of efficiencies such as electronic filing of personal property statements, etc. The current workload exceeds the capacity of the unit, so the lower anticipated workload will allow a higher percent of the work to be completed timely. (2) Tax statements are produced on time and with 0 errors.

## Legal/Contractual Obligation

This program supports the rest of A&T in its compliance with Oregon Revised Statutes (ORS) Chapters 92,205,294,305-312, and 321. Additionally, ORS 306.115 assigns statewide general supervision of the property tax system to the Oregon Dept. of Revenue (DOR). Through the "County Assessment Function Funding Account" (CAFFA Grant) process described in ORS 294.175 the DOR determines the acceptable level of assessment & taxation staffing. The DOR has determined that A&T is already at the minimally acceptable staffing level to perform their function. Any reduction to this program may jeopardize this grant revenue.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Personnel	\$829,008	\$0	\$1,005,192	\$0
Contracts	\$72,878	\$0	\$90,375	\$0
Materials & Supplies	\$251,990	\$0	\$262,744	\$0
Internal Services	\$183,901	\$0	\$210,282	\$0
Capital Outlay	\$12,000	\$0	\$12,000	\$0
Subtotal: Direct Exps:	<b>\$1,349,777</b>	<b>\$0</b>	<b>\$1,580,593</b>	<b>\$0</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$1,349,777</b>	<b>\$0</b>	<b>\$1,580,593</b>	<b>\$0</b>
Program Total:	<b>\$1,349,777</b>		<b>\$1,580,593</b>	
Program FTE	11.00	0.00	11.00	0.00
<b>Program Revenues</b>				
Fees, Permits & Charges	\$70,000	\$0	\$90,000	\$0
Intergovernmental	\$499,200	\$0	\$340,200	\$0
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$569,200</b>	<b>\$0</b>	<b>\$430,200</b>	<b>\$0</b>

## Explanation of Revenues

Through participation in the State funded CAFFA Grant approximately 35% of actual expenditures are reimbursed. Additional program revenue is from fees for access to Assessment & Taxation information (Catbird Website User fees) and requests for A&T Data files. Remaining support is from General Fund revenues.

## Significant Program Changes

**Last year this program was:** #72037, A&T- Business Applications Support

Last year this program was: #72037, A&T-Business Applications Support. Two Senior Data analysts and an allocated management position were moved to the new program #72036, A&T-Assessment Performance Analysis, and a Data Entry Operator is working out-of-class in program #72041, A&T-Property Assessment-Residential.