

Priority: Accountability **Lead Agency:** County Management
Program Offer Type: Existing Operating **Program Contact:** Gary Bartholomew
Related Programs: 72036, 72037, 72043, 72044, 72048A, 72050

Program Characteristics:

Executive Summary

The Tax Revenue Management Program administers the County Tax Collector responsibilities. The program manages the collection, accounting and distribution of property tax revenues and assessments for over 60 Multnomah County taxing districts and several state agencies. Revenue from past due interest is also accounted for and a portion distributed to the County Assessment and Taxation Fund.

Program Description

This program sends tax statements; collects current and delinquent property taxes and various fees; processes foreclosures; processes tax roll corrections; processes bank adjustments; issues refunds; distributes tax revenue; processes senior/disabled deferral applications; processes manufactured structure ownership changes; and performs accounting, auditing and reporting services. 365,000 statements are sent annually and over \$1.1 billion in property taxes is levied for collection. Almost 400,000 payments and accounting transactions are processed annually.

Program Justification

This program collects and distributes property taxes in a timely, efficient and equitable manner. The program provides responsive, accurate, quality customer service to taxpayers and other government agencies while complying with property tax laws. All activities of this program are mandated by state law. The program is reviewing its service delivery options. Tax statement printing costs are being significantly reduced through streamlining and outsourcing. Payment processing alternatives are being evaluated for cost savings and efficiencies. Customer use of electronic payment continues to increase primarily through electronic bill payment bank services. Roll corrections and issuance of tax refunds are monitored closely for efficiencies and minimization of interest paid on refunds.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Property Tax Statements Issued	365,814	360,000	370,000	380,000
Outcome	Percentage of Collection of Current Year Property Taxes	97.1%	97.0%	97.0%	97.0%
Outcome	Tax Collected Via Electronic Payment (in Dollars)	20,798,758	35,000,000	30,000,000	40,000,000

Performance Measure - Description

Property Tax Statements Issued each year includes the November, February, May trimesters and the delinquent real property statements.

Legal/Contractual Obligation

Functions in this program are required under Oregon Revised Statutes (ORS) Chapters 311 and 312. Additionally, ORS 306.115 assigns statewide general supervision of the property tax system to the Oregon Department of Revenue (DOR). Through the "County Assessment Function Funding Account" (CAFFA) Grant process described in ORS 294.175, DOR determines the acceptable level of Assessment & Taxation (A&T) staffing. DOR has determined that the staffing level for DART is already at the minimally acceptable level to perform their functions. 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	2009	2009	2010	2010
Personnel	\$877,338	\$0	\$937,661	\$0
Contracts	\$22,009	\$0	\$37,600	\$0
Materials & Supplies	\$68,304	\$0	\$86,000	\$0
Internal Services	\$360,684	\$0	\$388,250	\$0
Subtotal: Direct Exps:	\$1,328,335	\$0	\$1,449,511	\$0
Administration	\$90,575	\$154	\$133,504	\$0
Program Support	\$232,592	\$0	\$140,586	\$0
Subtotal: Other Exps:	\$323,167	\$154	\$274,090	\$0
Total GF/non-GF:	\$1,651,502	\$154	\$1,723,601	\$0
Program Total:	\$1,651,656		\$1,723,601	
Program FTE	20.00	0.00	11.00	0.00
Program Revenues				
Fees, Permits & Charges	\$162,214	\$0	\$305,000	\$0
Intergovernmental	\$350,381	\$0	\$310,200	\$0
Other / Miscellaneous	\$290	\$0	\$500	\$0
Program Revenue for Admin	\$87,822	\$0	\$63,528	\$0
Total Revenue:	\$600,707	\$0	\$679,228	\$0

Explanation of Revenues

Participation in the State funded County Assessment Functin Funding Account (CAFFA) Grant averages approximately 25% reimbursement of expenditures. Program revenues of \$300,000 are from service fees including foreclosure fees, exemption late filing fees, delinquent personal property tax warrant fees, and other miscellaneous tax collection fees. The remaining support comes from General Fund revenues. This program is responsible for the fiduciary role of collecting property taxes levied for all the taxing districts in Multnomah County which exceeded \$1.1 billion for FY 08/09. Property tax collections provide 65% of the County's General Fund revenue.

Significant Program Changes

 **Significantly Changed**

Last year this program was: #72033, DCM - A&T-Property Tax Collection

As part of a Division reorganization the former Property Tax Collection program (20 FTE) was split into two new programs. The former Tax Collection and Tax Accounting units became the Tax Revenue Management program (11 FTE). Some tax collector functions formerly within the Administration program were also added to this new program. The former Tax Information unit (9 FTE) was transferred into the Customer Service program.