

Lead Agency: County Management

Program Contact: Cindy Swick

Program Offer Type: Existing Operating

Related Programs: 72036, 72038, 72039, 72040, 72041, 72043, 72044, 72045, 72046, 72047, 72049, 72050

Program Characteristics:

Executive Summary

The Division of Assessment, Recording, and Taxation (DART) Customer Service Program was formed in mid-2008 to enhance and streamline customer service needs. Customer Service staff is responsible as the first point of contact for DART both at the public counter and on the organization's incoming phone system.

Program Description

The Customer Service program responds to approximately 100,000 telephone inquiries and 20,000 walk-in customers annually. Staff processes tax payments, sells copies and certified copies of the records, and provides general information on behalf of the organization. Homeowners, property owners, and taxpayers in general, have an expectation from local government to answer questions and listen to concerns regarding their property taxes and/or values. From the most fundamental questions to the most complex, the Customer Service staff has an implicit obligation to provide responsive, accurate, and quality service. Having the ability to connect directly with the taxpayer increases the understanding of government and its role in property taxation. To do so, the staff spends several hours a year, training with other sections throughout the organization, as well as education through reading a variety of relevant informational material. Customer Service staff also assists the Tax Revenue program by processing approximately 14,000 over-the-counter tax payments totaling approximately \$37 million dollars annually.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Number of counter transactions	33,600	30,000	32,000	32,000
Outcome	Average number of transactions per cashier	4,000	0	4,000	4,000
Output	Number of phonecalls received and answered	102,406	87,000	95,000	95,000
Outcome	Average number of phonecalls per operator	4,861	6,500	4,800	4,800

Performance Measure - Description

✔ **Measure Changed**

"Field Appraisal Packets Prepared by Appraisers" has been removed as a performance measure from Customer Service. This task was moved to another area within the organization. Prior to the move, it was determined that in general, this measurement did not actually meet the general guidelines for performance measurements.

"Number of phonecalls transferred" was removed as a performance measure after determining it was not actually a measurement of performance.

"Number of counter transactions" was tracked more closely this year. The number of counter transactions is a combination of tax payments at the counter and issuance of marriage licenses and domestic partnerships, as well as, the sale of copies of those records. Because fees are collected, tracking these transactions is straightforward. An additional, estimated 20% was added to the total of those transactions for other types of routine, non-payment transactions. Projected totals of counter transactions were decreased slightly due to the availability of on-line/phone tax payment options.

"Average number of transactions per cashier" is a new measurement and is a reflection of the average number of transactions each cashier processes annually.

Legal/Contractual Obligation

Oregon Revised Statutes(ORS) Chapters 92, 205, 294, 305, 306, 307, 308, 308A, 309, 310 and 321 and related Oregon Administrative Rules regulate virtually all aspects of the assessment and property tax process. 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, the DOR determines the acceptable level of assessment and taxation staffing. The DOR has determined that DART staffing is 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	2010	2010	2011	2011
Personnel	\$674,818	\$0	\$721,369	\$0
Materials & Supplies	\$15,751	\$0	\$16,726	\$0
Internal Services	\$191,867	\$0	\$260,772	\$0
Total GF/non-GF:	\$882,436	\$0	\$998,867	\$0
Program Total:	\$882,436		\$998,867	
Program FTE	9.50	0.00	9.50	0.00
Program Revenues				
Intergovernmental	\$209,400	\$0	\$241,850	\$0
Total Revenue:	\$209,400	\$0	\$241,850	\$0

Explanation of Revenues

Through participation in the State funded County Assessment Function Funding (CAFFA) Grant, approximately 25% of actual expenditures are reimbursed with remaining support from General Fund revenues.

Significant Program Changes

Last year this program was: #72037, DCM-DART Customer Service