



Department of Assessment & Taxation

FY 2018-19 Budget Presentation

Tami Little, County Assessor



Department Mission and Services

The Mission of the Assessment & Taxation Department is to administer State property tax laws to taxpayers and taxing districts so they have confidence in the tax system and receive the highest quality customer experience.

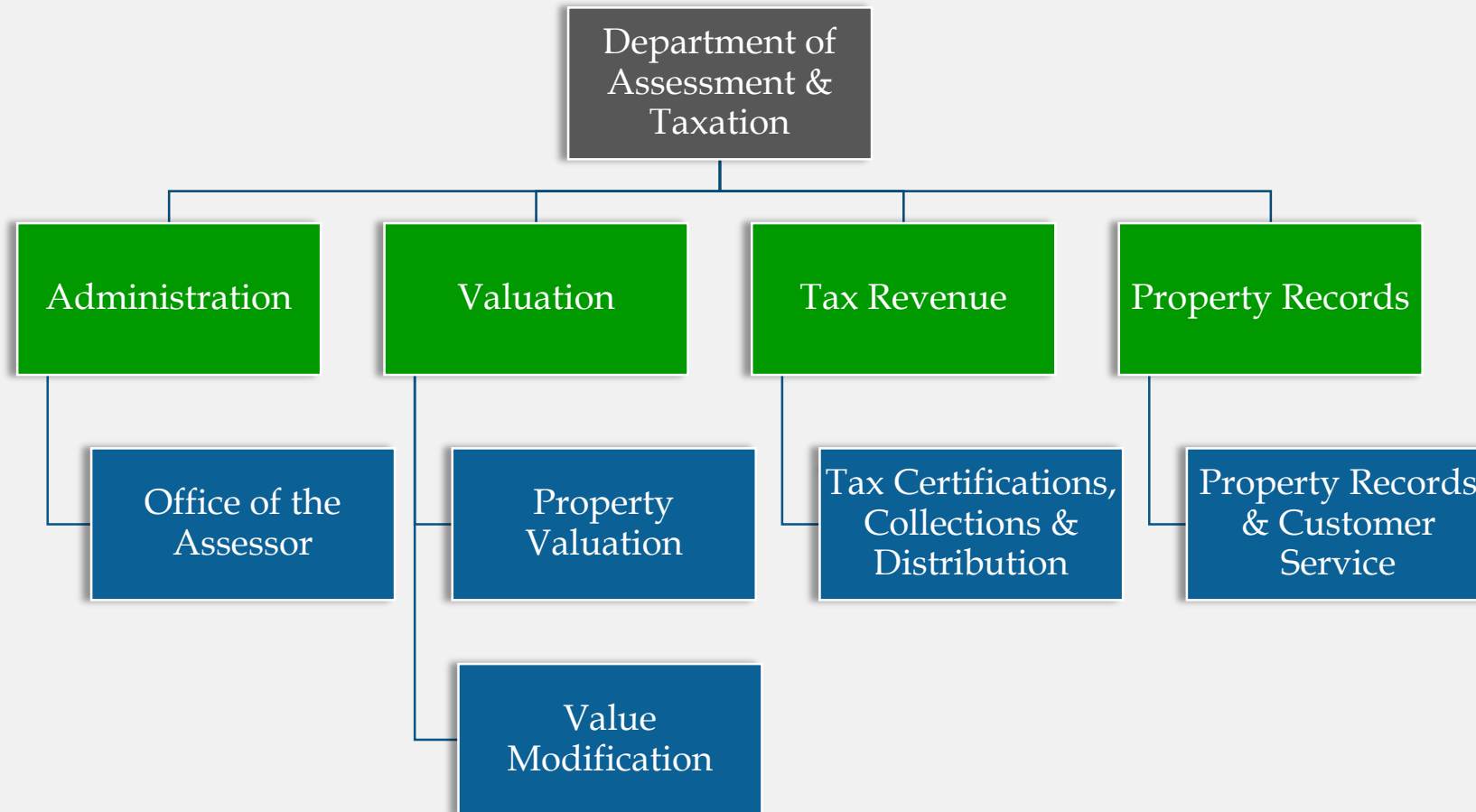
Our office is responsible for the equitable valuation of all taxable property in the county. Discovery of all new inventory including new construction and remodels. Maintaining property records including 3,377 assessment maps, property ownership changes, voter approved money measures and district boundary changes. We provide property owners with dispute resolution, correction services, exemption and deferral qualifications and eligibility determinations. We calculate ad valorem taxes for 133 taxing districts that provide vital services to our residents. We bill, collect, and distribute property tax revenue annually. In addition, our department has a long standing commitment to providing excellent customer service.

Strategic Goals

We continue to work on our strategic goals in the following ways:

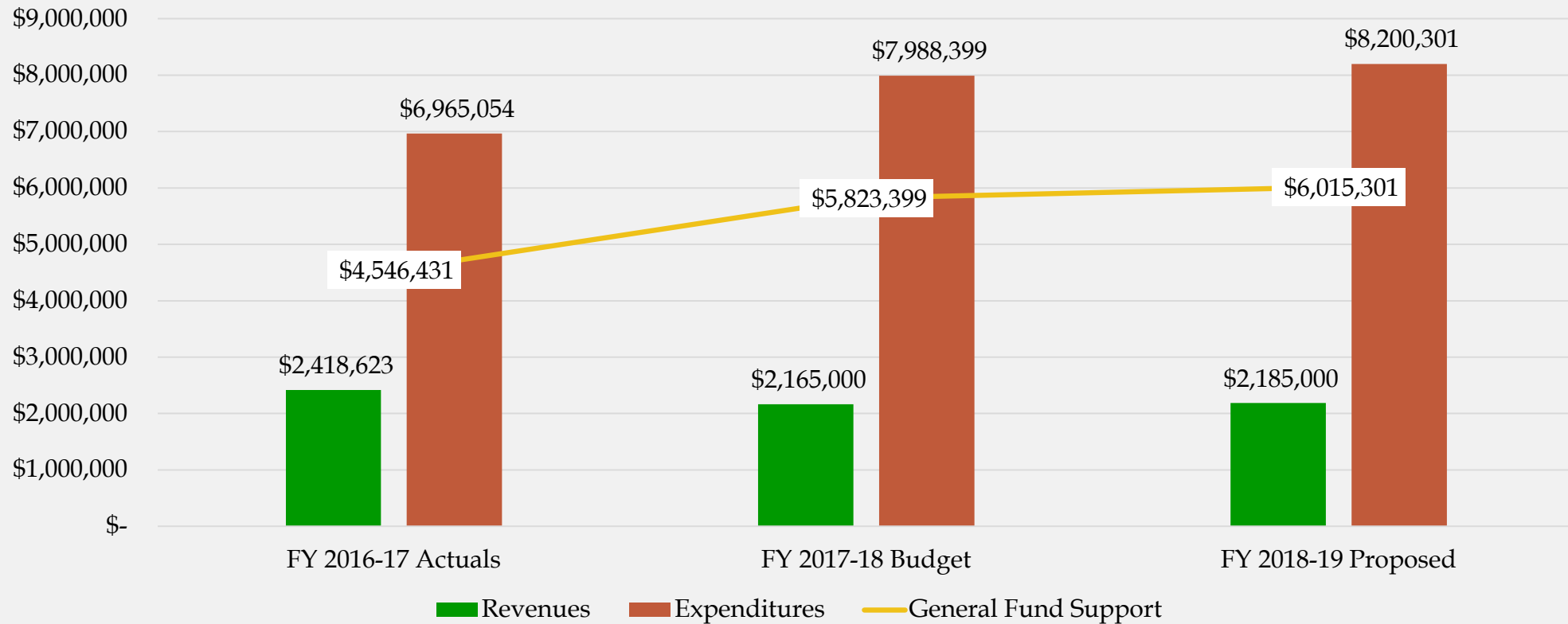
- **By continually increasing the availability of property record information online for access by our customers**
- **By working toward capturing commercial, industrial, & multi-family property information electronically;**
** resource limitations and increased real estate activity have impacted our progress timeline for this goal*
- **By prioritizing resources and enhancing our utilization of available technology we strive to reduce the amount of property not included on the tax roll**
** our request for procurement of oblique aerial imagery through Pictometry will greatly help us find more effective and efficient appraisal solutions, an important one being this particular goal*
- **By continuing our effective efforts to maintain a well-qualified, competent, adequately staffed organization, and encouraging a culture of valuing high quality customer service**

Departmental Structure

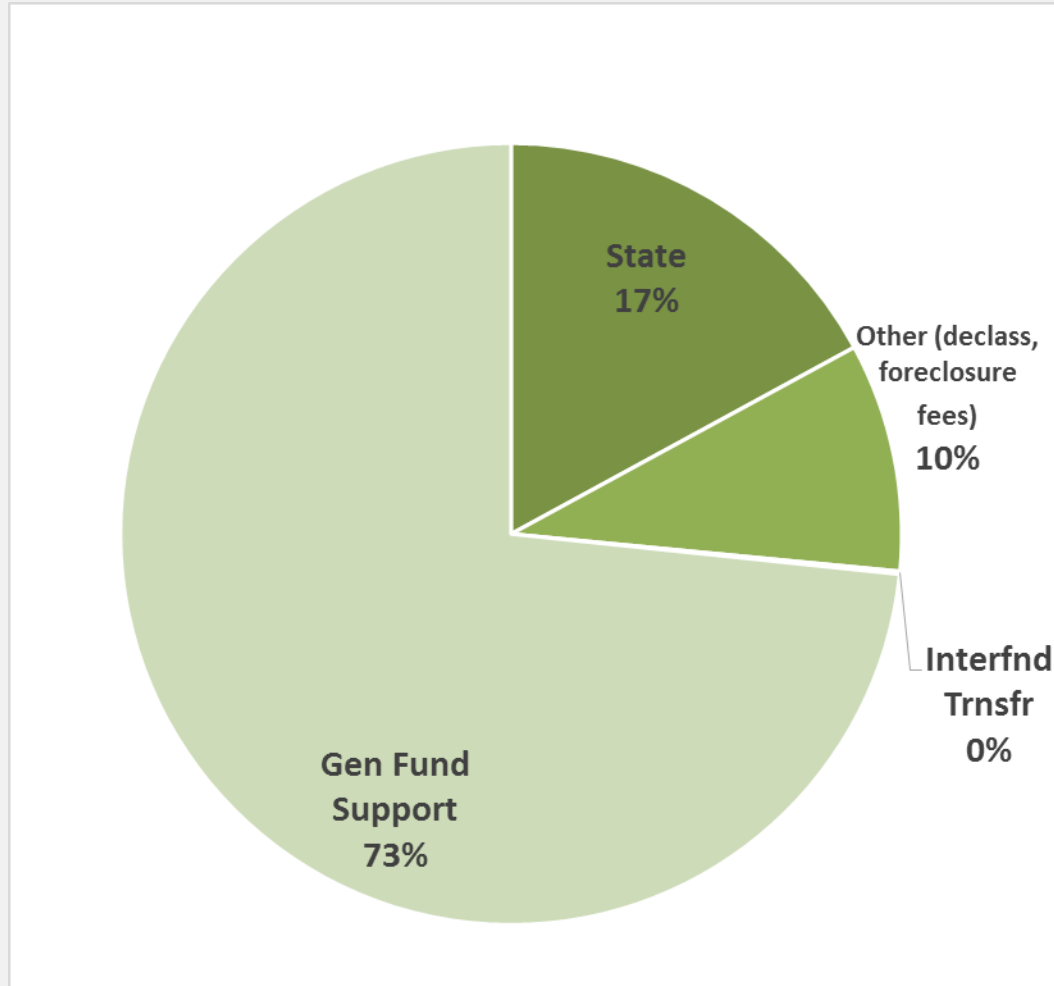


Departmental Budget Request

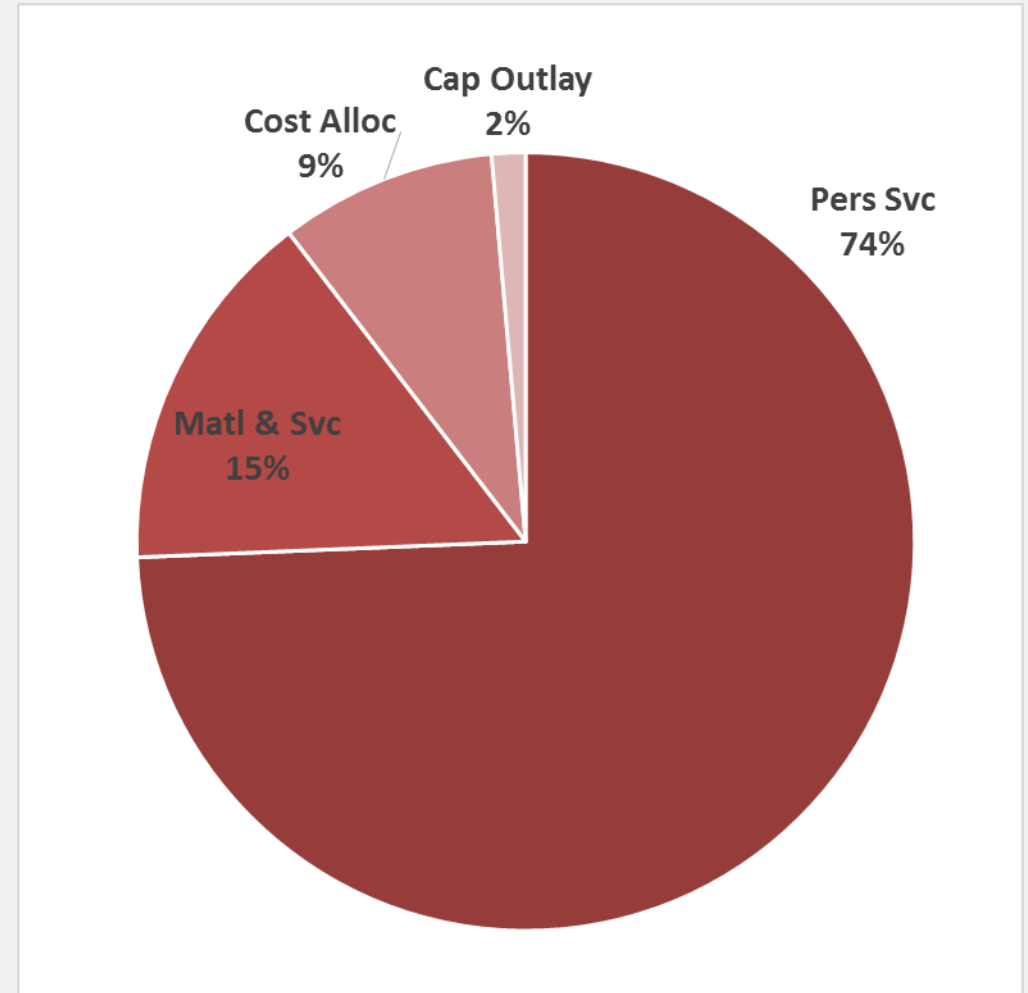
3 Year Trend



FY 2018-19 Proposed Budget



Resources



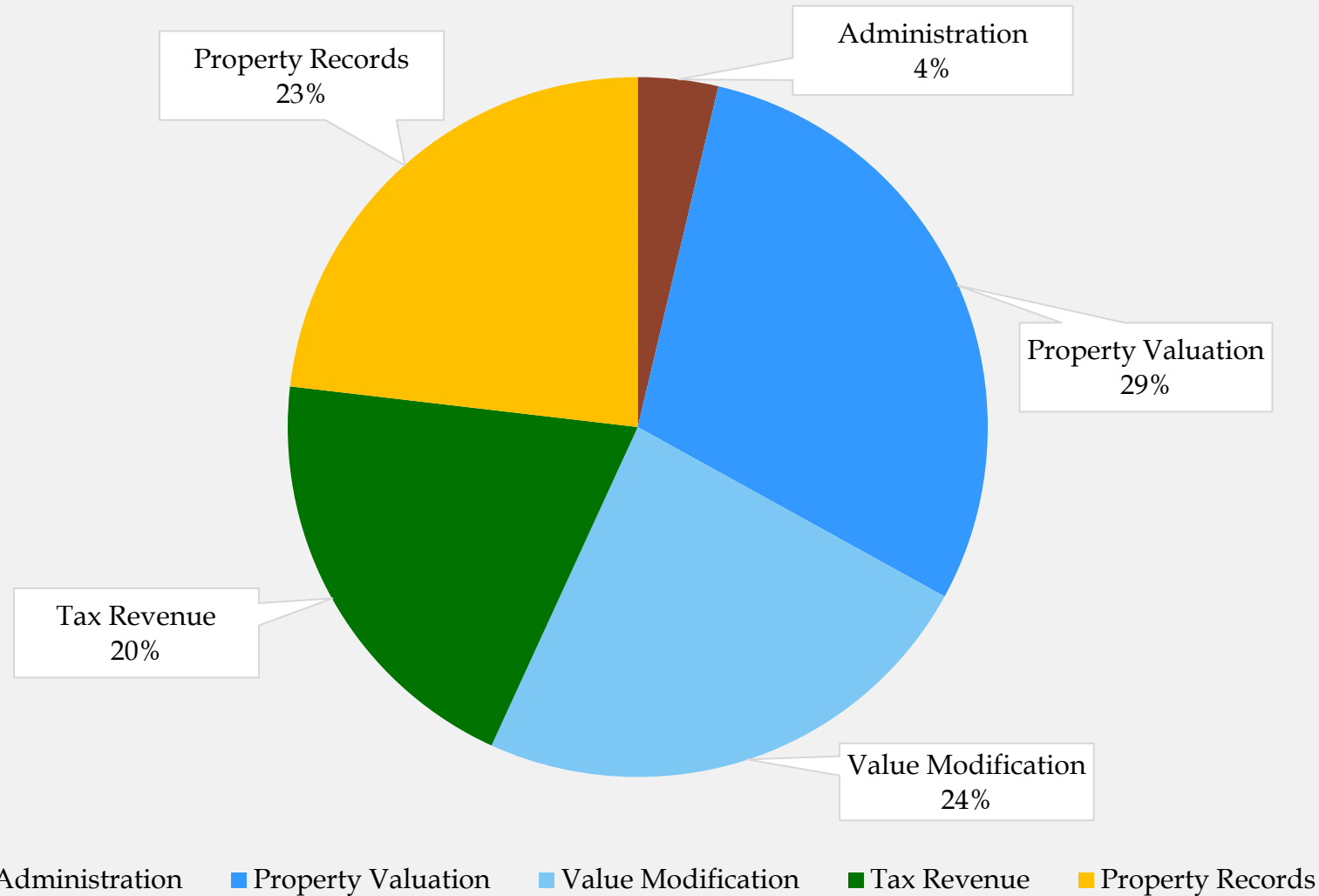
Requirements

Changes in Full Time Equivalents (FTE)

Line of Business	Budgeted FTE FY 2017-18	Budgeted FTE FY 2018-19	Increase / (Decrease)	% FTE by LOB
Administration	2.0	2.0	0.0	3%
Valuation	29.0	29.0	0.0	50%
Tax Revenue	10.5	10.5	0.0	18%
Property Records	17.0	17.0	0.0	29%
Total	58.5	58.5	0	100%

- No changes in staffing

Proposed Budget by Program



Key Performance Measures & Results

<u>Administration</u>		FY 16-17 Actual	FY 17-18 Target	FY 17-18 Projected Performance	FY 18-19 Target
Result	Department will operate within 95% of its annual adopted budget	92%	95%	95%	95%
Result	Development of an employee succession plan by 2016	N/A	100%	50%	75%
Efficiency	Total cost per account	\$39	\$42	\$44	\$44
Efficiency	Tax revenue generated per \$ of budgeted expenditure	\$100	\$99	\$102	\$104

Annual legislative sessions and the continually changing requirements of Oregon’s property tax system provide a challenge to helping citizens understand our tax system and for us to effectively administer it. We continue to make staffing a priority, we replaced 22% of our staff positions this year and we are focused on training and retention. I am committed, as was our prior Assessor, to evaluating future opportunities to collaborate with other departments and jurisdictions to provide more effective and efficient services.

Key Performance Measures & Results

<u>Property Valuation</u>		FY 16-17 Actual	FY 17-18 Target	FY 17-18 Projected Performance	FY 18-19 Target
Result	98% of neighborhood market areas valued at 100% of real market value and consistent with statutory requirements	97%	98%	97%	98%
Output	# of new construction / property change appraisals completed	7,066	7,705	8,104	8,032
Demand	# of real properties NOT physically appraised in the past six years	153,463	153,463	153,463	146,463

Real estate sales activity, new construction and other exception events continue to show significant increases. The target of new construction/property change appraisals for 2017-18 is increased nearly 5% for the 2018-19 target and may go higher. Updates and enhancements to our automated appraisal database allow us to monitor our appraisal activity in real time increasing the efficiency and utilization of our resources. We allocated a .75 FTE to work on capturing commercial property information and appraisals, one of our strategic goals. This effort will move us toward improved work processes on these types of property.

Key Performance Measures & Results

<u>Property Modification</u>		FY 16-17 Actual	FY 17-18 Target	FY 17-18 Projected Performance	FY 18-19 Target
Result	Board of Property Tax Appeals will remain below 1% annually	0.16%	<1%	0.17%	<1%
Output	# of Board of Property Tax Appeals	262	450	278	300
Output	# of real property accounts with tax roll corrections for omitted property	745	350	850	900

We saw another low level of appeals to the Board of Property Tax Appeals due to the continuation of an improving economy, low interest rates, and a real estate market with reduced inventory and increasing sale prices. A consistent level of resources remains directed toward appeal management. The appeal process represents a significant outreach opportunity. The legal complexity of appeals and the complexity of properties under appeal continue to require participation by County Counsel. The high level of sales activity requires significant resources in our Valuation program. We continue to work toward maintaining the accuracy and integrity of our property characteristic inventory.

Key Performance Measures & Results

<u><i>Tax Revenue</i></u>		FY 16-17 Actual	FY 17-18 Target	FY 17-18 Projected Performance	FY 18-19 Target
Result	87% of tax dollars distributed by November 30 th each year	87%	87%	88%	88%
Result	97% of tax dollars are collected by the end of the fiscal year	98%	97%	97%	97%
Output	# of credit, debit and e-check online payment postings	9,740	9,700	10,513	11,250

Annexations and withdrawals were completed timely and accurately on the 2017-18 tax roll. This program successfully processed levy requirements for 133 taxing districts producing a total tax roll of \$811 million dollars. Property tax statements were mailed to 174,654 accounts by October 23, 2017. Collection and distribution was timely with districts receiving funds equivalent to 88% of the total tax roll within 16 days of the November 15th due date.

Key Performance Measures & Results

<u><i>Property Records</i></u>		FY 16-17 Actual	FY 17-18 Target	FY 17-18 Projected Performance	FY 18-19 Target
Result	Deeds processed resulting in ownership, address, and boundary changes	18,101	18,553	18,115	18,559
Result	>95% of phone messages returned within one business day	96%	95%	96%	95%
Result	% of Assessor's tax maps digitized	59%	64%	64%	67%

This program processed approximately 20,000 deeds resulting in ownership, address, and/or boundary changes. The increased volume of real estate activity has required prioritization of staff to keep the property records updated timely and accurately reflecting these changes. This impacts the available resources for our performance measure of digitizing the tax maps.

Key Performance Measures & Results

- We reduced our initial number of programs created during our planning period but we've not added any additional programs since our implementation of Performance. We plan to review and update our Strategic Plan over the next year.
- Our work is process driven and governed by statute so there are no changes in that sense but our structure change into programs allows us to better view and analyze resources and workload.
- Performance gives us more ways to focus our already customer service based culture back to our department structure and goals.
- Performance also allows us an improved way to view our goals and measure more specifically the areas where resources are needed.

Emerging Issues

- One very important issue is to find significantly better ways and solutions to mass appraisal that would be effective and efficient.
- Our plan to purchase oblique aerial imagery through Pictometry would provide our appraisal staff with high resolution imagery to often complete the appraisal process from the office and reduce costs associated with field inspections.
- The use of this new technology will provide change detection and building outlines which will help us significantly with our strategic goal of reducing the amount of undiscovered value on the tax rolls.
- The Department of Assessment and Tax is in great need of integrating our GIS data with our Computer Aided Mass Appraisal (CAMA) system. This aerial imagery technology would provide a better way to accomplish that integration and help us move forward with more efficient processing and appraisal methods.
- Another issue that may emerge in the next 5 years is the replacement of our aging Assessment, Tax, and Appraisal software which was implemented nearly 20 years ago.

Questions?

www.clackamas.us/at

