

Legal / Contractual Obligation

Oregon Revised Statutes(ORS) Chapters 92, 205, 294, 305, 306, 307, 308, 308A, 309, 310, 311, 312 and 321 and related Oregon Administrative Rules regulate virtually all aspects of the assessment and property taxation 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 Assistance" (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	2018	2018	2019	2019
Personnel	\$760,301	\$0	\$774,606	\$0
Materials & Supplies	\$16,454	\$0	\$17,124	\$0
Internal Services	\$259,598	\$0	\$431,560	\$0
Total GF/non-GF	\$1,036,353	\$0	\$1,223,290	\$0
Program Total:	\$1,036,353		\$1,223,290	
Program FTE	9.10	0.00	9.10	0.00

Program Revenues				
Intergovernmental	\$281,246	\$0	\$287,516	\$0
Total Revenue	\$281,246	\$0	\$287,516	\$0

Explanation of Revenues

Participation in the Oregon Department of Revenue County Assessment Function Funding Assistance (CAFFA) Grant provides reimbursement of approximately 21% of Assessment & Taxation program expenditures. Grant amounts vary depending upon the overall state-wide CAFFA pool and the allocated percentage to each participating county. Multnomah County's total annual share of CAFFA is estimated at \$3,808,154, with \$287,516 allocated to DART Customer Service. Remaining Customer Service Program support is provided by General Fund revenues.

Significant Program Changes

Last Year this program was: FY 2018: 72024 DART Customer Service

The increases in Performance Measure #3, Number of phone calls received and answered, for FY 2018 Estimate and FY 2019 Offer is a result of our including on line Chat conversations in our estimates. On line Chats are becoming an increasing part of our communication with customers.