



Program #72035 - DART Assessment & Taxation System Upgrade 7/21/2015

Department: County Management **Program Contact:** June Tilgner
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Adopted
Related Programs:
Program Characteristics:

Executive Summary

In FY 2014, BCC approved a Sole Source Exemption for vendor Tyler Technologies under Sole Source Rule 47-0288(1). In June 2014, Multnomah County executed a multi-year contract to provide the County with Tyler Technologies' Orion CAMA/Tax Standard software system, support, and professional services required to customize, enhance and implement the system.

Program Summary

The Division of Assessment, Recording and Taxation (DART) is seeking a system upgrade that features integration among all DART business functions, including GIS, document recording, real property assessment, business personal property assessment, tax collection and tax distribution. The program mission is to improve property assessment and taxation services to the customers and stakeholders of Multnomah County by replacing existing legacy software with current technology that will include, and enhance, integration with other applications. The new software application will substantially reduce systemic gaps and duplication of data that exists in our current environment. The technology will increase staff efficiency and the ability to accommodate an increasing workload, playing a key role in e-government for Multnomah County, and employ an IT architecture that considers integration with County standard infrastructure. The program goals and objectives are: 1) Acquire and implement available information technology, replacing the current Assessment and Taxation computer application, to achieve greater operational efficiency and revenue enhancement while maintaining or improving accuracy and compliance for A & T business functions; 2) Reduce costs of targeted operations so that human resources can be more productively used; 3) Improve public visibility, accessibility, and convenience of assessment, taxation and recording services via web-based electronic and online resources, while maintaining appropriate control over publicly sensitive personal information.

Defined project milestones by fiscal year: FY 2015 - Project Plan, Install Base System, Fit Analysis Report, Data Conversion Strategy/Specifications, Data Conversion Coding & Testing, Initial 50% Development Specifications; FY 2016 - Initial CAMA Valuation & Calculation Pages, Initial Assessment Administration/Exemptions Calculations & Setup, Conversion Program Testing, Simple Conversion Balancing, Initial Tax & Balancing Setup, Final CAMA Valuation & Calculation Pages, Final Assessment Administration/Exemption Calculation & Setup, Initial 50% CAMA Programming, Initial 50% Assessment Administration Programming, Initial 50% Tax Programming, Initial 50% of Unit Testing, Final 50% Development Specifications, Final 50% CAMA Programming, Final 50% Assessment Administration Programming, Final 50% of Tax Programming; FY 2017 - Final Tax Balancing & Calculations Setup, Configuration Testing & Validation, Production Conversion, Production Conversion Balancing, Development Phased Delivery, final 50% Testing, End-to-End Application Testing, UAT Development Support, Acceptance Support, Final Acceptance, Training, Go-Live Support.

Performance Measures

| Measure Type | Primary Measure | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output | Number of A&T System Project Milestones Met | N/A | N/A | 6 | 15 |
| Outcome | % of A&T Project Milestones Completed on Time and within Budget | N/A | N/A | 100% | 100% |

Performance Measures Descriptions

The multi-year project to select and implement a new A&T System has defined 33 milestones, listed by fiscal year above in the Program Description section. This was a new project in FY15, there are no prior year performance measures.

Legal / Contractual Obligation

Multnomah County contract #4400001183 with Tyler Technologies Inc. totalling \$5,504,327. Multi-year contract executed in June 2014 to provide the County with Tyler Technologies' Orion CAMA/Tax Standard software system, support, and professional services required to customize, enhance and implement the system. \$1,354,860 paid in FY14 for Software License. Additional contract payments due upon completion and acceptance of project milestones in FY 2015, FY 2016 and FY 2017.

Revenue/Expense Detail

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses | 2015 | 2015 | 2016 | 2016 |
| Personnel | \$0 | \$311,091 | \$0 | \$322,210 |
| Contractual Services | \$0 | \$3,400,000 | \$0 | \$4,111,738 |
| Materials & Supplies | \$0 | \$1,588,909 | \$0 | \$496,052 |
| Capital Outlay | \$0 | \$100,000 | \$0 | \$0 |
| Total GF/non-GF | \$0 | \$5,400,000 | \$0 | \$4,930,000 |
| Program Total: | \$5,400,000 | | \$4,930,000 | |
| Program FTE | 0.00 | 0.00 | 0.00 | 0.00 |

| Program Revenues | | | | |
|---------------------------|------------|--------------------|------------|--------------------|
| Financing Sources | \$0 | \$1,500,000 | \$0 | \$0 |
| Beginning Working Capital | \$0 | \$3,900,000 | \$0 | \$4,930,000 |
| Total Revenue | \$0 | \$5,400,000 | \$0 | \$4,930,000 |

Explanation of Revenues

BWC FY16 represents estimated carryover of unspent Fund 2504 project fund balance, after projected FY15 expenditures.

Significant Program Changes

Last Year this program was: FY 2015: 72035A DART Assessment & Taxation System Upgrade