

Department: County Management **Program Contact:** Mike Vaughn
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

In FY 2014, the Board of County Commissioners 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.

Deliverables expected FY17: Initial 50% CAMA Programming, 60% of Simple Conversion Balancing, 60% of Data Conversion Coding & Testing, 60% of Conversion Program Testing, Final 50% Development Specifications, Final CAMA Valuation & Calculation Pages.

Deliverables expected FY18: Final Assessment Administration/Exemption Calculation & Setup, Final 50% CAMA Programming, Assessment Administration Programming, Appraisal Configuration Test and Validation, Appraisal End-to-End Application Testing, Appraisal UAT Development Support, Production Conversion & Balancing, Appraisal Training, Appraisal Go-Live Support, Tax Balancing & Calculation Setup, Tax Programming, Initial and Final Unit Testing, Collections Configuration Test and Validation, Collections End-to-End Application Testing, Collections UAT Development Support, 40% Data Conversion Coding & Testing, 40% Conversion Program Testing, 40% Simple Conversion Balancing, Collections Training, Collections Go-Live Support, Development Phased Delivery, First Year Annual Maintenance.

Deliverables expected FY19: Acceptance Support and Final System Acceptance.

Performance Measures

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	Number of A&T System Project Milestones Met	4	19	6	22
Outcome	% of A&T Project Milestones Completed on Time	50%	100%	100%	100%
Outcome	% of A&T Project Milestones Completed within Budget	100%	100%	100%	100%

Performance Measures Descriptions

The multi-year project to select and implement a new A&T System has defined milestones for deliverables by fiscal year. Accomplished FY15: Project Plan, Install Base System, Fit Analysis Report. FY16: Data Conversion Strategy/Specifications, Initial CAMA Valuation & Calculation Pages, Initial 50% Development Specifications, Initial Assessment Administration/Exemption Calculations & Setup. Expected accomplishments in FY17, FY18 and FY19 are described in Program Summary.

Legal / Contractual Obligation

Multnomah County contract #4400001183 with Tyler Technologies Inc. totaling \$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; \$230,740 Paid in FY15; \$569,763 paid in FY16; Additional Contract payments due upon completion and acceptance of project milestones in FY17 through FY19.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2017	2017	2018	2018
Personnel	\$0	\$338,334	\$0	\$385,997
Contractual Services	\$0	\$3,339,466	\$0	\$2,752,903
Materials & Supplies	\$0	\$416,200	\$0	\$0
Total GF/non-GF	\$0	\$4,094,000	\$0	\$3,138,900
Program Total:	\$4,094,000		\$3,138,900	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$4,094,000	\$0	\$3,138,900
Total Revenue	\$0	\$4,094,000	\$0	\$3,138,900

Explanation of Revenues

Beginning Working Capital for FY 2018 represents the estimated carryover of unspent Fund 2504 project fund balance, after projected FY 2017 expenditures.

Significant Program Changes

Last Year this program was: FY 2017: 72035 DART Assessment & Taxation System Upgrade