

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

**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 functions including GIS, Recording, real and business personal property assessment, tax collection and distribution. The program mission is to improve assessment and taxation services to the customers of Multnomah County by replacing legacy software with current technology, enhancing integration with other applications. The new application will reduce systemic gaps and duplication of data existing in our current environment. It will increase staff efficiency and the ability to accommodate an increasing workload, playing a key role in e-government for Multnomah County, employing an IT architecture that considers integration with County standard infrastructure. The program goals and objectives are: 1) Acquire and implement available information technology, replace the current Assessment and Taxation computer application, achieve greater efficiency while maintaining or improving accuracy and compliance for A&T business functions; 2) Reduce costs of operations so resources can be more productively used; 3) Improve public 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 to pay in FY 2019: Initial Tax, Billing & Collections Setup (TB&C), Phased Delivery Upgrade Support, Appraisal End to End Application Testing, User Acceptance Testing Support, Data Conversion Coding & Testing, Conversion Program Testing, Final TB&C Setup, Configuration Testing & Validation, Simple Conversion Balancing, Production Conversion, Production Balancing, Final 50% of Tax Programming, Collections End-to-End Application Testing, Appraisal & Collections Go-Live Support, Acceptance Support, and Retainage Payment.

Deliverables expected to pay in FY 19-20: Final 50% Testing, 50% Acceptance Support, Final Acceptance

**Performance Measures**

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Number of A&T System Project Milestones Met	17	13	18	2
Outcome	% of A&T Project Milestones Completed on Time	52%	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 FY 2018, FY 2019 and FY 2020 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; \$171,865 paid in FY17. Additional Contract payments due upon completion and acceptance of project milestones in FY18 through FY20.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$220,531	\$0	\$0
Contractual Services	\$0	\$1,822,737	\$0	\$1,386,360
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,043,268</b>	<b>\$0</b>	<b>\$1,386,360</b>
<b>Program Total:</b>	<b>\$2,043,268</b>		<b>\$1,386,360</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$2,043,268	\$0	\$1,386,360
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,043,268</b>	<b>\$0</b>	<b>\$1,386,360</b>

## Explanation of Revenues

Beginning Working Capital for FY 2020 represents the estimated carryover of unspent Fund 2504 project fund balance, after projected FY 2020 expenditures.

## Significant Program Changes

**Last Year this program was:** FY 2019: 72035-19 DART Assessment & Taxation System Upgrade