| | | | |
|---|---|---|---|
| **Department:** | County Management | **Program Contact:** | Larry Steele |
| **Program Offer Type:** | Support | **Program Offer Stage:** | Proposed |
| **Related Programs:** | | | |
| **Program Characteristics:** | | | |

## Executive Summary

The Applications Support (App Support) Program designs, develops, and deploys technology solutions for the entire Division. App Support is also responsible for managing DART's application software and hardware through configuration, support and collaboration with external IT vendors and internal business partners. Furthermore, App Support performs the functions necessary to produce the certified annual tax roll, which includes calculating tax rates, taxes, and producing tax statements. As a result of these efforts, this program also maintains vital information necessary for both internal and external data requests, essential in developing statutorily required reports and providing transparency to Multnomah County stakeholders.

## Program Description

DART's Applications Support (App Support) Program designs, develops, and deploys technology solutions, through collaboration with IT business partners that create efficiencies, standardizations, improves data integrity, and generates sustainability across the entire division.

App Support performs the functions of extending and certifying the annual tax roll; including calculating tax rates and taxes, producing tax statements, and producing reports required by the Oregon Department of Revenue. As a result, the program assists in answering public and media questions about property tax bills, positively contributing to the public's perception of accountability and fairness in assessing and collecting property taxes. In addition to certifying the annual tax roll, the Program responds to requests for information by developing data files for both internal and external customers. The Program manages the working relationship with the application software and hardware vendors, as well as the County IT business partners; including consulting on contract formulation, implementation, support, and project management. The Program answers user questions, resolves problems, and provides expert recommendations on the effective use of the Division's business application systems. Additionally, the App Support team manages and promotes the Division's public facing website, designs and implements accessibility features; procures, distributes and supports software solutions to create accessible video content for internal and external education materials.

The community's access to the program has been modified to include more flexible, up-to-date technological, customer focused solutions that provide for safe, effective remote contact. All of it while providing the same level of customer service while balancing the safety of staff and the needs of the community we serve.

## Performance Measures

| Measure Type | Primary Measure | FY22 Actual | FY23 Budgeted | FY23 Estimate | FY24 Offer |
|---|---|---|---|---|---|
| Output | Number of requests and support activities | 3,500 | 3,500 | 3,500 | 3,500 |
| Outcome | % of Requests Associated with Program Revenue | 4% | 4% | 4% | 4% |
| Output | Tax Statements Generated En Masse | 340,648 | 350,000 | 345,000 | 350,000 |

## Performance Measures Descriptions

The Number of Requests & Support Activities measures an Activity representing a single request or contact, even if that request is for 5 data files to be created and sent to the client. The percent of Requests Associated with Program Revenue indicates the portion of the program's work activities associated with a portion of our revenue. Tax Statement Production numbers can fluctuate due to factors beyond the control of the Assessor.

## Legal / Contractual Obligation

Functions in this program are regulated under Oregon Revised Statutes (ORS) Chapters 92, 205, 294, 305, 306, 307, 308, 308A, 309, 310 and 321. Through the "County Assessment Function Funding Assistance" (CAFFA) grant process described in ORS 294.175, the DOR determines the acceptable level of staffing. According to the DOR, Multco's assessment and taxation staffing is adequate to meet ongoing statutory needs; however, DOR staffing guidelines are indicating a deficiency in recommended FTE within assessment areas including this unit.

## Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Proposed General Fund | Proposed Other Funds |
|---|---|---|---|---|
| **Program Expenses** | **2023** | **2023** | **2024** | **2024** |
| Personnel | $989,387 | $0 | $1,207,366 | $0 |
| Contractual Services | $8,300 | $0 | $10,057 | $0 |
| Materials & Supplies | $449,175 | $0 | $516,949 | $0 |
| Internal Services | $286,815 | $0 | $285,783 | $0 |
| **Total GF/non-GF** | **$1,733,677** | **$0** | **$2,020,155** | **$0** |
| **Program Total:** | **$1,733,677** | | **$2,020,155** | |
| **Program FTE** | 6.25 | 0.00 | 7.00 | 0.00 |

| | | | | |
|---|---|---|---|---|
| **Program Revenues** | | | | |
| Intergovernmental | $153,655 | $0 | $162,975 | $0 |
| Other / Miscellaneous | $40,000 | $0 | $40,000 | $0 |
| **Total Revenue** | **$193,655** | **$0** | **$202,975** | **$0** |

## Explanation of Revenues

Participation in the Oregon Department of Revenue County Assessment Function Funding Assistance (CAFFA) Grant provides reimbursement of approximately 12.4% of Assessment & Taxation program expenditures. Grant amounts vary depending upon the overall statewide CAFFA pool and the allocated percentage to each participating county. Multnomah County's total annual share of CAFFA is estimated at $2,716,250 with $162,975 allocated to DART Applications Support (72037). Program revenue of $40,000 is from service fees for access to Assessment & Taxation information (subscription website user fees) and requests for Assessment and Taxation data files. Service fees are authorized by the Department of County Management Fee Ordinance. Fees are projected based upon historical trends. Remaining Program support is provided by General Fund revenues.

## Significant Program Changes

**Last Year this program was:** FY 2023: 72037 DART Applications Support

The ongoing support for a new E-File product which was implemented in FY 2023 has been added to the Budget for FY 2024. A manager position who manages both Applications Support and GIS Cartography is split 0.75 FTE to DART Applications Support (72037) and 0.25 FTE to DART GIS Cartography (72028).