

Department: County Management

Program Contact: Larry Steele

Program Offer Type: Administration

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:

Program Description

App Support fulfills four main functions critical to DART's business operations:

- Business applications development and implementation
- Tax collection technical support
- Expands, improves, and maintains access to information and technology
- Provides liaison, partnership and consultation services

App Support collaborates with Multnomah County IT to develop and implement technology solutions used across DART, including maintaining hardware and software.

App Support supports the tax collection process by:

- extending and certifying the tax roll;
- producing tax statements;
- complying with requirements set by the Oregon Department of Revenue;
- answering tax related questions posed by internal and external stakeholders.

The program answers questions and responds to data requests and Public Records Requests made by internal and external stakeholders. This team also manages DART's public-facing website, which provides educational materials that promote accessibility features through technology. In addition, App Support manages, partners, and consults with software and hardware vendors to recommend business solutions.

App Support is committed to providing customer service and innovative, customer-focused technology solutions.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of requests and support activities	3,500	3,500	3,500	3,500
Output	Tax statements produced en masse	348,211	350,000	349,000	350,000
Outcome	Total taxes in millions extended for collection	\$2,365	\$2,435	\$2,434	\$2,507

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. Tax Statement Production numbers can fluctuate due to factors beyond the control of the Assessor. Total taxes extended is the conversion of Assessed Value to Taxes. Those taxes are extended for collection and distribution.

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	Adopted General Fund	Adopted Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$1,263,957	\$0	\$1,278,480	\$0
Materials & Supplies	\$533,119	\$0	\$533,119	\$0
Internal Services	\$247,058	\$0	\$245,715	\$0
Total GF/non-GF	\$2,044,134	\$0	\$2,057,314	\$0
Program Total:	\$2,044,134		\$2,057,314	
Program FTE	7.00	0.00	7.00	0.00

Program Revenues				
Intergovernmental	\$167,049	\$0	\$169,513	\$0
Other / Miscellaneous	\$20,000	\$0	\$20,000	\$0
Total Revenue	\$187,049	\$0	\$189,513	\$0

Explanation of Revenues

This program is supported by the General Fund. In addition the program generates:

\$169,513 Oregon Department of Revenue County Assessment Function Funding Assistance (CAFFA) Grant
\$20,000 Sales to the Public for website user fees, Assessment and Taxation data file fees

Significant Program Changes

Last Year this program was: FY 2025: 72037 DART Applications Support