

**Division:** Division Of Assessment, Recording And Taxation

**Program Characteristics:**

**Program Description**

Application 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.

Application Support collaborates with the County's Information Technology Division to develop and implement technology solutions used across DART, including maintaining hardware and software.

Application Support supports the tax collection process by 1) extending and certifying the tax roll, 2) producing tax statements 3) complying with requirements set by the Oregon Department of Revenue for the Assessor/Collector/Clerk and 4) 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, Application Support manages, partners, and consults with software and hardware vendors to recommend business solutions.

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

**Equity Statement**

Services in this program are delivered uniformly to all customers while maintaining compliance. Staff work directly with internal customers to ensure that services are accessible and responsive to the needs of every customer by providing customer service and innovative, customer-focused technology solutions.

**Revenue/Expense Detail**

|                         | 2026<br>General Fund | 2026<br>Other Funds | 2027<br>General Fund | 2027<br>Other Funds |
|-------------------------|----------------------|---------------------|----------------------|---------------------|
| Personnel               | \$1,278,480          | \$0                 | \$1,350,303          | \$0                 |
| Materials & Supplies    | \$533,119            | \$0                 | \$605,993            | \$0                 |
| Internal Services       | \$245,715            | \$0                 | \$281,368            | \$0                 |
| <b>Total GF/non-GF</b>  | <b>\$2,057,314</b>   | <b>\$0</b>          | <b>\$2,237,664</b>   | <b>\$0</b>          |
| <b>Total Expenses:</b>  | <b>\$2,057,314</b>   |                     | <b>\$2,237,664</b>   |                     |
| <b>Program FTE</b>      | 7.00                 | 0.00                | 7.00                 | 0.00                |
| <b>Program Revenues</b> |                      |                     |                      |                     |
| Intergovernmental       | \$169,513            | \$0                 | \$171,996            | \$0                 |
| Other / Miscellaneous   | \$20,000             | \$0                 | \$20,000             | \$0                 |
| <b>Total Revenue</b>    | <b>\$189,513</b>     | <b>\$0</b>          | <b>\$191,996</b>     | <b>\$0</b>          |

**Performance Measures**

| Performance Measure              | FY25<br>Actual | FY26<br>Estimate | FY27<br>Target |
|----------------------------------|----------------|------------------|----------------|
| Tax statements produced en masse | 347,178        | 348,000          | 350,000        |
| Taxes Extended for Collections   | \$2,435B       | \$2.515B         | \$2,590B       |