

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 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$1,278,480	\$0	\$1,350,303	\$0
Materials & Supplies	\$533,119	\$0	\$605,993	\$0
Internal Services	\$245,715	\$0	\$282,521	\$0
Total GF/non-GF	\$2,057,314	\$0	\$2,238,817	\$0
Total Expenses:	\$2,057,314		\$2,238,817	
Program FTE	7.00	0.00	7.00	0.00
Program Revenues				
Intergovernmental	\$169,513	\$0	\$171,996	\$0
Other / Miscellaneous	\$20,000	\$0	\$20,000	\$0
Total Revenue	\$189,513	\$0	\$191,996	\$0

Performance Measures

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