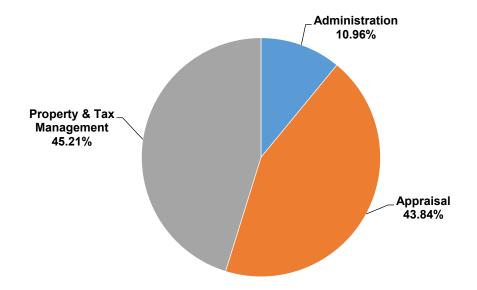
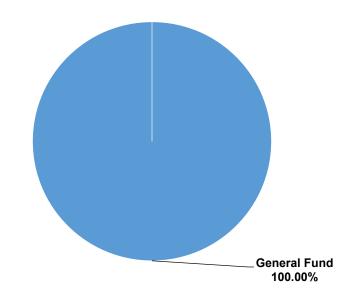
FY 21-22 Proposed Expenditures: \$7,373,982

FY 21-22 Expenditures by Division



FY 21-22 Expenditures by Fund

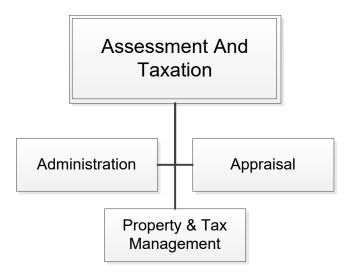


Michael Cowles Assessor 541-682-6798

Department Purpose & Overview

Assessment and Taxation (A&T) contains three divisions: Administration, Property Tax Management (PTM) and Appraisal.

The purpose of Assessment and Taxation (A&T) is to appraise property, to calculate, collect and distribute taxes and to provide related information to the public, in a manner that merits the highest degree of confidence in Assessment and Taxation's integrity, efficiency and fairness. We are a broad service organization, mandated by the Oregon Constitution and Oregon law, which collects revenue for 85 local governments, schools and special districts that provide essential public services for the citizens of Lane County.



Department Goals & Strategic Planning

A&T supports Lane County's strategic priorities of robust infrastructure, our people and partnerships, having a safe and healthy county and ensuring Assessment & Taxation has vibrant communities by the fair, efficient and accurate assessment and collection of property taxes within Lane County and the timely distribution of those funds to the 85 taxing jurisdictions we support.

In order to carry out the department's principal objective, A&T recently adopted a 2021-26 departmental strategic plan. The new strategic plan focuses on the following five areas:

- Accuracy of Property Data
- Communication
- Documentation
- Mental Health and Wellness
- Technology

| Doufoumo | noo Mooouroo | | FY 19-20 | _ | FY 21-22 |
|-----------|--|---------|----------|-----------|----------|
| Periorila | nce Measures | Actuals | Actuals | Projected | Proposed |
| Dept Goal | Paperless property tax statement enrollment | 0 | 0 | 700 | 1750 |
| Dept Goal | Number of reappraisal accounts | 3,530 | 4,035 | 2,546 | 0 |
| Dept Goal | Number of property records accounts sketched | 500 | 1,184 | 3,791 | 3,000 |

Notes: Paperless billing option started fiscal year 2020-2021, due to COVID - no reappraisals in fiscal year 2020-2021, sketching as of 3/30/2021 at 1,560.

Partnerships

Partnerships includes a continued strong working relationship with the Lane Council of Government (LCOG) and local taxing districts, strong relationships with common A&T software counties, continued involvement with the Oregon State Association of County Assessors (OSACA) and Oregon Association of County Tax Collectors (OACTC)

| | DEPARTME | NT FINANC | IAL SUMMA | RY. | | |
|-------------------------------|-----------|-----------|-----------|-----------|---------|---------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | \$ Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| RESOURCES: | | | | | | |
| Taxes & Assessments | 371,056 | 409,145 | 330,000 | 400,000 | 70,000 | 21.21% |
| Fines, Forfeitures, Penalties | 78,313 | 134,462 | 90,000 | 90,000 | 0 | 0.00% |
| Property And Rentals | 11,944 | 11,403 | 6,510 | 8,550 | 2,040 | 31.34% |
| Fees And Charges | 30,316 | 51,750 | 23,000 | 23,000 | 0 | 0.00% |
| Fund Transfers | 350,000 | 0 | 0 | 16,955 | 16,955 | 100.00% |
| TOTAL RESOURCES | 2,224,862 | 1,848,162 | 1,437,170 | 1,673,107 | 235,937 | 16.42% |
| EXPENDITURES: | | | | | | |
| Personnel Services | 4,358,530 | 4,598,887 | 5,033,790 | 5,302,912 | 269,122 | 5.35% |
| Materials & Services | 1,793,248 | 1,982,735 | 1,823,580 | 1,926,875 | 103,295 | 5.66% |
| Capital Expenses | 38,888 | 43,951 | 0 | 144,195 | 144,195 | 100.00% |
| TOTAL EXPENDITURES | 6,190,666 | 6,625,574 | 6,857,370 | 7,373,982 | 516,612 | 7.53% |

| EXPENDITURES BY FUND | | | | | | | | |
|--|-----------|-----------|-----------|-----------|---------|---------|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Chng | | | | | | | | |
| FUNDS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| General Fund | 6,190,666 | 6,625,574 | 6,857,370 | 7,373,982 | 516,612 | 7.53% | | |
| TOTAL | 6,190,666 | 6,625,574 | 6,857,370 | 7,373,982 | 516,612 | 7.53% | | |

| DEPARTMENT FINANCIAL SUMMARY BY DIVISION | | | | | | | | |
|--|-----------|-----------|-----------|-----------|---------|---------|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Chng | | | | | | | | |
| DIVISIONS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| Administration | 388,585 | 494,674 | 670,107 | 840,919 | 170,812 | 25.49% | | |
| Appraisal | 2,602,233 | 2,669,602 | 2,886,541 | 3,218,469 | 331,928 | 11.50% | | |
| Property & Tax Management | 3,199,848 | 3,461,298 | 3,300,722 | 3,314,594 | 13,872 | 0.42% | | |
| TOTAL EXPENDITURES | 6,190,666 | 6,625,574 | 6,857,370 | 7,373,982 | 516,612 | 7.53% | | |

| FTE SUMMARY | | | | | | |
|-------------|----------|----------|-----------------|----------|---------|---------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| Total FTE | 49.00 | 49.00 | 50.00 | 50.00 | 0.00 | 0.00% |

DEPARTMENT POSITION LISTING

Administration

- 1.00 Administrative Support Spec
- 1.00 Assessment & Taxation Director
- 1.00 Management Analyst
- 1.00 Sr. Manager

4.00 Division FTE Total

Appraisal

- 1.00 Manager
- 1.00 Prof/Tech Supervisor
- 9.00 Property Appraiser 2
- 8.00 Property Appraiser 3
- 2.00 Sales Data Analyst
- 21.00 Division FTE Total

Property & Tax Management

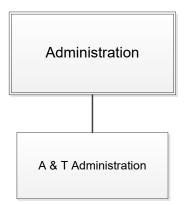
- 6.00 Accounting Clerk, Sr
- 15.00 Assessment & Taxation Spec
- 2.00 Cartographer/GIS Specialist
- 1.00 Prof/Tech Supervisor
- 1.00 Sr. Manager

25.00 Division FTE Total

50.00 Department FTE Total

Division Purpose Statement

Administration oversees and directs the planning and organization of the department as mandated by Oregon law, the Lane County Strategic Plan, and departmental mission, vision, values, and goals.



Division Locator

Assessment and Taxation

Administration ◀
Appraisal
Property and Tax Management

Assessment and Taxation: Administration

| | DIVISION FINANCIAL SUMMARY | | | | | | | | |
|----------------------|----------------------------|-----------|----------|-----------|---------|---------|--|--|--|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | \$ Chng | % Chng | | | |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | | |
| RESOURCES: | | | | | | | | | |
| Property And Rentals | 86 | 0 | 510 | 510 | 0 | 0.00% | | | |
| Fund Transfers | 350,000 | 0 | 0 | 16,955 | 16,955 | 100.00% | | | |
| TOTAL RESOURCES | 1,733,289 | 1,241,402 | 988,170 | 1,152,067 | 163,897 | 16.59% | | | |
| EXPENDITURES: | | | | | | | | | |
| Personnel Services | 285,392 | 337,140 | 500,017 | 589,600 | 89,583 | 17.92% | | | |
| Materials & Services | 103,192 | 151,758 | 170,090 | 234,364 | 64,274 | 37.79% | | | |
| Capital Expenses | 0 | 5,776 | 0 | 16,955 | 16,955 | 100.00% | | | |
| TOTAL EXPENDITURES | 388,585 | 494,674 | 670,107 | 840,919 | 170,812 | 25.49% | | | |

| EXPENDITURES BY FUND | | | | | | | | |
|--|---------|---------|-----------------|----------|---------|---------|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Chng | | | | | | | | |
| FUNDS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| General Fund | 388,585 | 494,674 | 670,107 | 840,919 | 170,812 | 25.49% | | |
| TOTAL | 388,585 | 494,674 | 670,107 | 840,919 | 170,812 | 25.49% | | |

| DIVISION FINANCIAL SUMMARY BY PROGRAM | | | | | | | | |
|--|---------|---------|-----------------|----------|---------|---------|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Chng | | | | | | | | |
| PROGRAMS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| A & T Administration | 388,585 | 494,674 | 670,107 | 840,919 | 170,812 | 25.49% | | |
| TOTAL EXPENDITURES | 388,585 | 494,674 | 670,107 | 840,919 | 170,812 | 25.49% | | |

| FTE SUMMARY | | | | | | |
|-------------|----------|----------|----------|----------|---------|---------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| Total FTE | 2.00 | 2.00 | 4.00 | 4.00 | 0.00 | 0.00% |

Assessment and Taxation: Administration

Division Overview

The Administration Division provides planning, goals, direction, coordination and operational oversight to Assessment and Taxation (A&T). Administration is responsible for assisting the managers and employees of the department through budgetary, personnel and general office support.

The Administration Division includes four positions: the Assessor/Tax Collector, also known as the Director of A&T, Deputy Assessor, Management Analyst and one Executive Assistant. The Assessor/Tax Collector is an elected position. The Assessor's 4-year term of office ends January 2, 2023.

Division Goals & Strategic Planning

A&T Administration supports Lane County's strategic priorities of Robust Infrastructure, having a Safe, Healthy County and ensuring we have Vibrant Communities by administering the fair, efficient and accurate assessment and collection of property taxes within Lane County and the timely distribution of those funds to the 85 taxing jurisdictions we support.

Major Accomplishments & Achievements in FY 20-21

- A&T has been very efficient with use of general fund resources and continually looks for new ways to increase productivity, and quality.
- A&T continues to work with Technology Services to improve the A&T website features.
- Department recruitment/retention has been level over the past year and within normal historical standards. Succession planning is continually being reviewed for all levels of staffing in A&T.
- A&T continually evaluates information provided on our public facing website to ensure taxpayers have resources that are beneficial to their needs. Over the years, website usage is up and phone calls/counter visits are down. This trend is both beneficial to A&T staffing resources and our customers.

FY 20-21 Current Year Impacts of COVID-19 Pandemic and/or Holiday Farm Fire

- The Holiday Farm Fire increased the workload for the entire department. Proposed legislation may cause us to have to review and re-issue refunds to those affected.
- As COVID subsides, we will plan the reentry of A&T staff currently working remotely to the physical office space at the Public Service Building (PSB). COVID has prompted many questions regarding revenue for the FY 21-22 and beyond. We are currently analyzing sales data to determine if any COVID related property tax value adjustments will be needed. We expect a significant increase in appeals for the 1/1/2021 assessment date.

Anticipated Service & Budget Changes for FY 21-22

- Estimated County Assessment Function Funding Assistance Program (CAFFA) funds for FY 21-22 is expected to be slightly lower than the amounts received in FY 20-21. For budgeting purposes, A&T used a 15.5% reimbursement rate. Fund reimbursement for the past few years has typically been in the 16% range of A&T expenditures.
- As the Assessor will be retiring at the end of this current term, a limited duration (2 year) Deputy Assessor position has been added in the current FY 20-21 budget year. The new Deputy Assessor will be starting on April 5, 2021. The Deputy Assessor position will greatly assist with A&T's transition to a new Assessor. Having this position on staff while seasoned resources are available will ensure continuity of services to Lane County and the taxing districts Lane County serves.

Assessment and Taxation: Administration

Future Service Challenges & Planning Efforts

- COVID-19 will have a continued impact on A&T business processes, customer service, collections and staffing resources. We are making service and business process adjustments as needed.
- Proposed FY 21-22 legislation may significantly increase our current workload. We have been active with OSACA and the DOR to monitor proposed legislation.
- A&T has submitted our base budget holding service levels even with the prior fiscal year. As the FY 21-22 budget currently stands, A&T continue to barely meet minimum statutory requirements and staffing in Appraisal is far from the optimal level. Legislative, regulatory and/or market condition changes could easily cause our department to fail to meet these requirements. The FY 21-22 includes funding for the "Mobile Assessor" project, which will help increase productivity and increased reappraisal efforts.
- An analysis to determine optimal staffing levels for A&T confirms current staffing is inadequate. Lane County currently spends one of the lowest amounts per account for assessment and tax collection as compared to the other 35 Oregon counties. The Oregon Department of Revenue (DOR) "suggested" staffing level for Lane County A&T is 72 FTE. A&T current staffing is 50 FTE.
- There is a structural issue related to the funding of the administration of the statewide property tax system. The County Assessment Function Funding Assistance (CAFFA) program provides a supplemental funding source for Assessment and Taxation (A&T) functions for both county assessors and the Property Tax Division (PTD) at the Department of Revenue (DOR). CAFFA revenues have failed to keep pace with inflationary increases in expenses, resulting in counties having to cover an increasing share of A&T costs. OSACA is actively involved with proposed legislation to improve A&T funding.
- Additional concerns include staff depth and institutional knowledge, outdated assessment records,
 Technology Services (TS) support, A&T's aging computer software, retirement of the current
 Assessor, and potential legislative changes. We have submitted the computer software replacement in
 the pre-planning phases of current capital improvement plan. We are planning for retirements with the
 resources that we currently have.

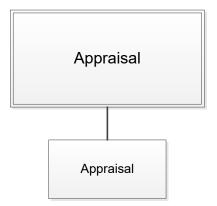
Capital Projects - Planned and Known Needs

The 2018 sale of the Thomson Reuter's property tax assessment division (including our ProVal and Ascend software systems) to Harris Software has caused us to closely evaluate our future software replacement options.

The replacement of the A&T computer system is in the current CIP as a preplanning item as funding has not yet be fully identified for this major project. The conversion date is fluid depending on funding, evolving needs and software provider's schedules.

Division Purpose Statement

Ensure that all residential, commercial, and industrial property is assessed at 100 percent of its real market value.



Division Locator

Assessment and Taxation

Administration
Appraisal

✓
Property and Tax Management

| | DIVISION | FINANCIA | SUMMARY | • | | |
|----------------------|-----------|-----------|-----------|-----------|---------|---------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | \$ Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| RESOURCES: | | | | | | |
| Property And Rentals | 3,060 | 2,890 | 0 | 2,040 | 2,040 | 100.00% |
| Fees And Charges | 0 | 12 | 0 | 0 | 0 | 0.00% |
| TOTAL RESOURCES | 3,060 | 2,902 | 0 | 2,040 | 2,040 | 100.00% |
| EXPENDITURES: | | | | | | |
| Personnel Services | 1,843,290 | 1,945,894 | 2,175,223 | 2,282,445 | 107,222 | 4.93% |
| Materials & Services | 720,055 | 723,708 | 711,318 | 808,784 | 97,466 | 13.70% |
| Capital Expenses | 38,888 | 0 | 0 | 127,240 | 127,240 | 100.00% |
| TOTAL EXPENDITURES | 2,602,233 | 2,669,602 | 2,886,541 | 3,218,469 | 331,928 | 11.50% |

| EXPENDITURES BY FUND | | | | | | | | |
|--|-----------|-----------|-----------|-----------|---------|---------|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Chng | | | | | | | | |
| FUNDS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| General Fund | 2,602,233 | 2,669,602 | 2,886,541 | 3,218,469 | 331,928 | 11.50% | | |
| TOTAL | 2,602,233 | 2,669,602 | 2,886,541 | 3,218,469 | 331,928 | 11.50% | | |

| DIVISION FINANCIAL SUMMARY BY PROGRAM | | | | | | | | |
|--|-----------|-----------|-----------|-----------|---------|---------|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Chng | | | | | | | | |
| PROGRAMS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| Appraisal | 2,602,233 | 2,669,602 | 2,886,541 | 3,218,469 | 331,928 | 11.50% | | |
| TOTAL EXPENDITURES | 2,602,233 | 2,669,602 | 2,886,541 | 3,218,469 | 331,928 | 11.50% | | |

| FTE SUMMARY | | | | | | | | |
|-------------|----------|----------|----------|----------|---------|---------|--|--|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | Chng | % Chng | | |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| Total FTE | 21.00 | 21.00 | 21.00 | 21.00 | 0.00 | 0.00% | | |

Division Overview

The purpose of the Appraisal Division is to ensure that all property is valued and assessed at 100 percent of its real market value as of January 1st each year using standard methods and procedures for mass appraising property, accurately calculating maximum assessed value, special use assessments, and determining market adjustments to be reported annually in the ratio report.

Division Goals & Strategic Planning

The Appraisal Division is responsible for valuing all properties at 100% of its real market value as of January 1st each year. This begins with maintaining accurate property characteristics and processing changes yearly. Properties are inspected to collect data based on permits, sales, callbacks, requested reviews, changed properties (such as divisions and lot line adjustments), appeals, special use, deferrals, exemptions and general reappraisal. Valuations are completed for property changes measuring new construction, and other exception value by which maximum assessed and specially assessed values can be calculated.

Sales and other data must be analyzed to adjust all properties to 100% of real market value. Additionally, the appraisal division prepares and presents valuations at the Board of Property Tax Appeals (BoPTA), Department of Revenue (DOR) supervisory appeals, Magistrate & Regular Division of the Oregon Tax Court. Valuation is the foundation in which property tax is calculated. Ensuring property tax revenues are billed and collected timely for use by the 85 taxing districts supports Lane County's core values and mission.

Major Accomplishments & Achievements in FY 20-21

- Achieved 100% of Real Market Value (RMV) for all property in Lane County as reported in the Ratio Report filed with the DOR July 31, 2020.
- Ensured that all appropriate properties were inspected and appraised, all data was recorded in the appraisal system; all new construction, exception, and maximum assessed values were calculated in compliance with Measure 50.
- Created valuation model for multi-family properties. Valuations will conclude the reappraisal of Eugene multi-family properties.
- Audited 296 new personal property account filings.
- Valued 2,300 tax accounts with property changes (plats, divisions, lot line adjustments, etc.).

FY 20-21 Current Year Impacts of COVID-19 Pandemic and/or Holiday Farm Fire

- COVID restrictions have limited our ability to conduct site inspections. Permit inspections are the priority. We expect limited, if any, reappraisal work.
- Have resorted at times to 'busy work' for staff working from home.
- The Holiday Farm Fire increased the workload in appraisal. Value estimates are calculated for the proration of property taxes, removal of destroyed buildings from the record, maximum assessed value adjustments, as well as increased site inspections of properties known to be affected.

Anticipated Service & Budget Changes for FY 21-22

- We hope to have all staff back working in the office by the beginning of the fiscal year.
- An increase in appeals of commercial properties is anticipated in the coming year(s) due to COVID-19 impacts to those properties.
- The 2021 legislative session has the possibility of creating / changing work for our department.

• The purchase of the Mobile Assessor software has been approved. Staff resources will be allocated to testing and implementation.

Future Service Challenges & Planning Efforts

The department's 2021 - 2025 Strategic Plan has four focuses: mental health and wellness, documentation, updating technology and accuracy of data. Assessment & Taxation will be devoting considerable staff time to them.

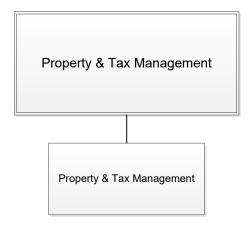
Capital Projects - Planned and Known Needs

"Assessment and Taxation Mobile Assessor", has been approved. The Mobile Assessor digital property record card allows the field appraiser to make real time changes to property records, eliminating the data entry process when back in the office. In addition to fulfilling mobile data collection and data entry, this software will streamline processes and eliminate duplication. It contains a workflow management system, routing tool for property inspections, GIS & GPS, sketching tool, camera and photo synchronization, and a review process for quality control. The efficiencies created by eliminating current data entry processes alone will increase field inspection numbers.

If additional staff are added in the Appraisal division, we will need to re-evaluate our departmental footprint and square footage needs.

Division Purpose Statement

To create and maintain accurate and current records of tangible property and associated ownership, to produce and update cadastral maps, apply special assessments, manage use assessments, administer state deferral and exemption programs, provide public information and bill, and collect and distribute property tax monies for the citizens and service districts of Lane County.



Division Locator

Assessment and Taxation

Administration
Appraisal
Property and Tax Management

✓

Assessment and Taxation: Property and Tax Management

| | DIVISION | FINANCIA | LSUMMARY | , | | |
|-------------------------------|-----------|-----------|-----------|-----------|----------|---------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | \$ Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| RESOURCES: | | ` | | | | |
| Taxes & Assessments | 371,056 | 409,145 | 330,000 | 400,000 | 70,000 | 21.21% |
| Fines, Forfeitures, Penalties | 78,313 | 134,462 | 90,000 | 90,000 | 0 | 0.00% |
| Property And Rentals | 8,799 | 8,513 | 6,000 | 6,000 | 0 | 0.00% |
| Fees And Charges | 30,316 | 51,739 | 23,000 | 23,000 | 0 | 0.00% |
| TOTAL RESOURCES | 488,513 | 603,859 | 449,000 | 519,000 | 70,000 | 15.59% |
| EXPENDITURES: | | | | | | |
| Personnel Services | 2,229,847 | 2,315,853 | 2,358,550 | 2,430,867 | 72,317 | 3.07% |
| Materials & Services | 970,001 | 1,107,270 | 942,172 | 883,727 | (58,445) | -6.20% |
| Capital Expenses | 0 | 38,175 | 0 | 0 | 0 | 0.00% |
| TOTAL EXPENDITURES | 3,199,848 | 3,461,298 | 3,300,722 | 3,314,594 | 13,872 | 0.42% |

| EXPENDITURES BY FUND | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|---------|---------|--|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Ch | | | | | | | | | |
| FUNDS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | | |
| General Fund | 3,199,848 | 3,461,298 | 3,300,722 | 3,314,594 | 13,872 | 0.42% | | | |
| TOTAL | 3,199,848 | 3,461,298 | 3,300,722 | 3,314,594 | 13,872 | 0.42% | | | |

| DIVISION FINANCIAL SUMMARY BY PROGRAM | | | | | | | | | | |
|--|-----------|-----------|-----------------|-----------|---------|---------|--|--|--|--|
| FY 18-19 FY 19-20 FY 20-21 FY 21-22 \$ Chng % Chng | | | | | | | | | | |
| PROGRAMS | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | | | |
| Property & Tax Management | 3,199,848 | 3,461,298 | 3,300,722 | 3,314,594 | 13,872 | 0.42% | | | | |
| TOTAL EXPENDITURES | 3,199,848 | 3,461,298 | 3,300,722 | 3,314,594 | 13,872 | 0.42% | | | | |

| FTE SUMMARY | | | | | | | | |
|-------------|----------|--|----------|----------|---------|---------|--|--|
| | FY 18-19 | FY 18-19 FY 19-20 FY 20-21 FY 21-22 Chng | | | | | | |
| | Actual | A ctual | Curr Bgt | Proposed | Fr Curr | Fr Curr | | |
| Total FTE | 26.00 | 26.00 | 25.00 | 25.00 | 0.00 | 0.00% | | |

Division Overview

The purpose of the Property and Tax Management Division is to create and maintain accurate and current records of tangible property and associated ownership, to produce and update cadastral maps, apply special assessments, manage use assessments, administer state deferral and exemption programs, provide public information and bill, collect and distribute property tax monies for the citizens and service districts of Lane County.

Division Goals & Strategic Planning

The Property and Tax Management Division is responsible for maintaining the annual tax roll and the collection and distribution of taxes. \$608.5 million was certified for FY 20-21 on behalf of approximately 85 taxing districts. The division is also responsible for maintaining ownership records of all property tax accounts in Lane County, which includes mapping of tax parcels, maintaining property changes (such as divisions and lot line adjustments), managing exemption, deferral and special assessment programs and providing extensive public information.

Major Accomplishments & Achievements in FY 20-21

- We stopped using US Bank's Lockbox service for the first trimester payments. All payments were
 instead processed in-house. Despite being the first year, payments were posted faster and we
 maintained more control of the process.
- Interactive Voice Recognition (IVR) was successfully implemented as another payment option. 800 payments were made through IVR in the first 6 months of the year totaling almost \$1.4M.
- Completed a 3-year project to audit all tax exempt properties.
- A new database was created to track property changes, replacing a mostly manual workflow.
- Added a dedicated payment drop box on Pearl Street.
- Completed over 15,000 ownership changes resulting from deeds and manufactured structure title structures.
- Updated 2,300 tax accounts with property changes (plats, divisions, lot line adjustments, etc.).

FY 20-21 Current Year Impacts of COVID-19 Pandemic and/or Holiday Farm Fire

- Our doors have been officially closed to the public for most of the year, opening only for payment due dates.
- Inability to train new staff working from home has stalled their progress.
- Have resorted at times to 'busy work' for staff working from home.
- Technical Services support was redirected for some time to EOC efforts, resulting in projects taking longer to complete.
- Processed close to 500 applications for proration of tax due to damaged or destroyed property.

Anticipated Service & Budget Changes for FY 21-22

- We hope to have all staff back working in the office by the beginning of the fiscal year.
- We hope to be open to the public and resume all of our services by the beginning of the fiscal year.
- The 2021 legislative session has the possibility of creating / changing work for our department.

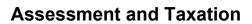
Future Service Challenges & Planning Efforts

The department's 2021 - 2025 Strategic Plan has four focuses: mental health and wellness, documentation, updating technology and accuracy of data. We will be devoting considerable staff time to them.

| | DEPARTME | NT RESOURCE | E DETAIL | | | |
|--------------------------------|-----------|-------------|-----------|-----------|---------|---------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | \$ Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| RESOURCE ACCOUNTS | | | | | | |
| Tax Penalties | 371,056 | 409,145 | 330,000 | 400,000 | 70,000 | 21.21% |
| TAXES & ASSESSMENTS | 371,056 | 409,145 | 330,000 | 400,000 | 70,000 | 21.21% |
| Foreclosure Penalty | 64,785 | 84,715 | 65,000 | 65,000 | 0 | 0.00% |
| Late Filing Penalties | 13,528 | 49,746 | 25,000 | 25,000 | 0 | 0.00% |
| FINES, FORFEITURES, PENALTIES | 78,313 | 134,462 | 90,000 | 90,000 | 0 | 0.00% |
| Miscellaneous Sales | 11,944 | 11,403 | 6,510 | 8,550 | 2,040 | 31.34% |
| PROPERTY AND RENTALS | 11,944 | 11,403 | 6,510 | 8,550 | 2,040 | 31.34% |
| Witness | 30 | 0 | 0 | 0 | 0 | 0.00% |
| STATE GRANT REVENUES | 30 | 0 | 0 | 0 | 0 | 0.00% |
| Department of Revenue | 1,383,204 | 1,241,402 | 987,660 | 1,134,602 | 146,942 | 14.88% |
| OTHER STATE REVENUES | 1,383,204 | 1,241,402 | 987,660 | 1,134,602 | 146,942 | 14.88% |
| A&T Application Fee | 15,100 | 11,015 | 10,000 | 10,000 | 0 | 0.00% |
| Miscellaneous Svc Charges | 7,810 | 8,583 | 6,000 | 6,000 | 0 | 0.00% |
| Refunds & Reimbursements | 7,406 | 32,153 | 7,000 | 7,000 | 0 | 0.00% |
| FEES AND CHARGES | 30,316 | 51,750 | 23,000 | 23,000 | 0 | 0.00% |
| Transfer Fr General Fund (100) | 350,000 | 0 | 0 | 0 | 0 | 0.00% |
| Intrafund Transfer | 0 | 0 | 0 | 16,955 | 16,955 | 100.00% |
| FUND TRANSFERS | 350,000 | 0 | 0 | 16,955 | 16,955 | 100.00% |
| DEPARTMENT RESOURCES | 2,224,862 | 1,848,162 | 1,437,170 | 1,673,107 | 235,937 | 16.42% |

| | DEPARTMEN | | IRE DETAIL | | | |
|---|-----------------|-----------------|-----------------|-----------------|----------------|----------------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | \$ Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| EXPENDITURE ACCOUNTS | | | | | | |
| Regular Operating Wages | 2,469,074 | 2,591,379 | 2,836,890 | 2,975,434 | 138,544 | 4.88% |
| Extra Help | 10,642 | 4,100 | 12,492 | 12,492 | 0 | 0.00% |
| Overtime | 12,862 | 14,197 | 20,004 | 20,004 | 0 | 0.00% |
| Reduction Unfunded Vac Liab | 19,499 | 20,991 | 16,640 | 20,600 | 3,960 | 23.80% |
| Compensatory Time | 3,292 | 1,882 | 6,000 | 6,000 | 0 | 0.00% |
| Personal Time | 549 | 0 | 0 | 0 | 0 | 0.00% |
| Risk Management Benefits | 5,357 | 5,149 | 5,085 | 4,968 | (117) | -2.30% |
| Social Security Expense Medicare Insurance Expense | 152,824 | 160,089 | 179,226 | 188,038 | 8,812 2,020 | 4.92% 4.82% |
| Unemployment Insurance (State) | 35,741 4,611 | 37,440 4,568 | 41,941 5,272 | 43,961 5,494 | 2,020 | 4.02% |
| Workers Comp | 4,611 8,579 | 4,566 8,571 | 8,717 | 9,033 | 316 | 3.63% |
| Disability Insurance - Long-term | 18,118 | 18,054 | 20,467 | 9,033 21,427 | 960 | 4.69% |
| PERS - OPSRP Employer rate | 303,492 | 413,322 | 449,592 | 530,229 | 80,637 | 17.94% |
| PERS Bond | 188,538 | 198,118 | 215,899 | 226,601 | 10,702 | 4.96% |
| PERS - 6% Contribution | 149,691 | 156,711 | 172,637 | 181,192 | 8,555 | 4.96% |
| Health Insurance | 816,527 | 803,535 | 880,059 | 888,085 | 8,026 | 0.91% |
| Dental Insurance | 64,700 | 61,872 | 62,351 | 63,787 | 1,436 | 2.30% |
| EE Assistance Pgm | 778 | 763 | 1,153 | 1,164 | 11 | 0.95% |
| Life Insurance | 3,633 | 3,833 | 10,534 | 10,708 | 174 | 1.65% |
| Flexible Spending Admin | 711 | 698 | 1,153 | 1,164 | 11 | 0.95% |
| Disability Insurance - Short Term | 1,636 | 1,604 | 1,729 | 1,746 | 17 | 0.98% |
| Deferred Comp Employer Contrib | 10,957 | 11,980 | 13,864 | 15,246 | 1,382 | 9.97% |
| Retiree Medical | 75,445 | 78,780 | 70,955 | 74,375 | 3,420 | 4.82% |
| FMLA Administration | 1,275 | 1,250 | 1,130 | 1,164 | 34 | 3.01% |
| PERSONNEL SERVICES | 4,358,530 | 4,598,887 | 5,033,790 | 5,302,912 | 269,122 | 5.35% |
| Professional & Consulting | 89,128 | 103,159 | 122,500 | 195,410 | 72,910 | 59.52% |
| Telephone Services | 29,813 | 27,539 | 23,976 | 24,864 | 888 | 3.70% |
| General Liability | 31,042 | 33,847 | 31,941 | 27,370 | (4,571) | -14.31% |
| Maintenance of Equipment | 1,946 | 2,547 | 3,800 | 5,000 | 1,200 | 31.58% |
| Maintenance Agreements | 1,547 | 259,668 | 264,964 | 276,409 | 11,445 | 4.32% |
| Fleet Equipment Replacement | 29,696 | 29,214 | 43,993 | 17,563 | (26,430) | -60.08% |
| Fleet Equipment Maintenance | 0 | 0 | 0 | 20,664 | 20,664 | 100.00% |
| Copier Charges | 4,619 | 3,065 | 5,300 | 5,325 | 25 | 0.47% |
| Mail Room Charges | 16,384 | 14,490 | 19,500 | 19,910 | 410 | 2.10% |
| License Replacement | 0 | 13,493 | 13,772 | 22,935 | 9,163 | 66.53% |
| Indirect/Technology Serv | 278,450 | 304,127 | 328,353 | 340,154 | 11,801 | 3.59% |
| Infrastructure Replacement | 3,199 | 13,068 | 12,575 | 12,985 | 410 | 3.26% |
| County Indirect Charges | 542,053 | 470,867 | 474,309 | 489,420 | 15,111 | 3.19% |
| Direct/Technology Serv | 564,432 | 328,232 | 236,275 | 224,015 | (12,260) | -5.19% |
| PC Replacement Services | 11,600 | 11,600 | 11,700 | 12,500 | 800 | 6.84% |
| Office Supplies & Expense | 31,882 | 63,314 | 47,860 | 48,080 | 220 | 0.46% |
| Professional Licenses | 6,230 | 2,449 | 1,850 | 1,865 | 15 | 0.81% |
| Dues & Memberships | 0 | 1,470 | 7,850 | 7,980 | 130 | 1.66% |
| Printing & Binding | 24,412 | 41,971 | 21,705 | 21,960 | 255 | 1.17% |
| Advertising & Publicity | 125 | 0 | 200 | 200 | 0 | 0.00% |
| Microfilm Imaging Services | 4,238 | 117,001 | 4,300 | 4,300 | 0 | 0.00% |
| Postage | 69,477 | 76,436 | 77,325 | 77,576 | 251 | 0.32% |
| Radio/Communic Supplies & Svcs | 9,129 | 15,145 | 9,672 | 9,672 | 0 | 0.00% |
| DP Supplies And Access | 13,181 | 20,348 | 10,285 | 10,643 | 358 | 3.48% |
| DP Equipment | 0 | 2,590 | 0 | 0 | 0 | 0.00% |
| Printer & Copier Expenses | 2,097 | 905 | 625 | 625 | 0 | 0.00% |
| Small Office Furniture | 0 | 2,169 | 2,200 | 2,200 | 0 | 0.00% |

| | DEPARTMEN | T EXPENDITU | JRE DETAIL | | | |
|-------------------------------|-----------|-------------|------------|-----------|---------|---------|
| | FY 18-19 | FY 19-20 | FY 20-21 | FY 21-22 | \$ Chng | % Chng |
| | Actual | Actual | Curr Bgt | Proposed | Fr Curr | Fr Curr |
| Clothing | 1,002 | 800 | 4,500 | 4,500 | 0 | 0.00% |
| Business Expense & Travel | 10,199 | 14,028 | 15,880 | 16,030 | 150 | 0.94% |
| Awards & Recognition | 2,104 | (305) | 1,700 | 1,900 | 200 | 11.76% |
| Outside Education & Travel | 14,180 | 8,353 | 20,300 | 20,430 | 130 | 0.64% |
| County Training Classes | 1,085 | 1,010 | 4,250 | 4,270 | 20 | 0.47% |
| Training Services & Materials | 0 | 135 | 120 | 120 | 0 | 0.00% |
| MATERIALS & SERVICES | 1,793,248 | 1,982,735 | 1,823,580 | 1,926,875 | 103,295 | 5.66% |
| Vehicles | 38,888 | 0 | 0 | 0 | 0 | 0.00% |
| Data Processing Equipment | 0 | 19,500 | 0 | 144,195 | 144,195 | 100.00% |
| CAPITAL OUTLAY | 38,888 | 19,500 | 0 | 144,195 | 144,195 | 100.00% |
| Improvements | 0 | 24,253 | 0 | 0 | 0 | 0.00% |
| Permits & System Development | 0 | 198 | 0 | 0 | 0 | 0.00% |
| CAPITAL PROJECTS | 0 | 24,451 | 0 | 0 | 0 | 0.00% |
| DEPARTMENT EXPENDITURES | 6,190,668 | 6,625,573 | 6,857,370 | 7,373,982 | 516,612 | 7.53% |



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