



Records & Taxation

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Appraiser

	Actual FY 2017	Budget FY 2018	Estimated FY 2018	Requested FY 2019	Budget FY 2019	2018-2019 % Change
Agency Revenues						
Charges for Service	\$ 54,784	\$ 54,399	\$ 54,399	\$ 55,487	\$ 55,487	2.00 %
Total Agency Fees & Charges	\$ 54,784	\$ 54,399	\$ 54,399	\$ 55,487	\$ 55,487	2.00 %
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
Total Other Agency Revenues	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
a) Total Agency Revenues	\$ 54,784	\$ 54,399	\$ 54,399	\$ 55,487	\$ 55,487	2.00 %
Expenditures						
Personnel	\$ 6,630,059	\$ 7,080,211	\$ 7,020,769	\$ 7,372,846	\$ 7,372,846	5.01 %
Contractual Services	\$ 300,772	\$ 334,488	\$ 334,488	\$ 334,488	\$ 334,488	0.00 %
Commodities	\$ 97,489	\$ 68,275	\$ 68,275	\$ 68,275	\$ 68,275	0.00 %
Subtotal	\$ 7,028,320	\$ 7,482,974	\$ 7,423,532	\$ 7,775,609	\$ 7,775,609	4.74 %
Transfer to Equipment Reserve	\$ 51,623	\$ 51,623	\$ 22,623	\$ 22,623	\$ 22,623	0.00 %
Subtotal	\$ 104,704	\$ 51,623	\$ 51,623	\$ 51,623	\$ 51,623	0.00 %
Expenditures Subtotal	\$ 7,133,024	\$ 7,534,597	\$ 7,475,155	\$ 7,827,232	\$ 7,827,232	4.71 %
Vehicle Equivalent Units	\$ 2,640	\$ 3,126	\$ 3,126	\$ 2,855	\$ 2,855	(8.67)%
Risk Management Charges	\$ 0	\$ 18,307	\$ 18,307	\$ 18,831	\$ 18,831	2.86 %
b) Total Expenditures	\$ 7,135,664	\$ 7,556,030	\$ 7,496,588	\$ 7,848,918	\$ 7,848,918	4.70 %
Difference: b) minus a)	\$ (7,080,880)	\$ (7,501,631)	\$ (7,442,189)	\$ (7,793,431)	\$ (7,793,431)	4.72 %
FTE Positions						
Fee Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00 %
Grant Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00 %
Other FTEs	87.40	87.40	87.40	87.40	87.40	0.00 %
Total FTE Positions	87.40	87.40	87.40	87.40	87.40	0.00 %

Agency Mission

The mission of the Office of the Appraiser is to achieve equalization among all classes of property by maintaining the highest standards in appraisal practices and law, guided by the goals of providing quality service to the public, developing high-performance employees by creating career ladders that recognize achievement, and by managing County growth through the creation of automated programs which expedite the work flow.

Budget Highlights

Total expenditures for FY 2019, excluding transfers, Vehicle Equivalent Units, Risk Management charges and cost allocation, are budgeted to increase by \$352,077 (4.74%) compared to FY 2018. This increase is primarily due to the budgeted salary and benefit increases included in the budget parameters.

Transfers to Equipment Reserve remain constant at \$22,623 for FY 2019.

FTEs for FY 2019 remain constant at 87.4 FTE.

Appraiser

Agency Goals & Objectives

Service Delivery Goals and Associated Objectives	Associated PM's:
<u>Real Estate and Personal Property Valuation</u>	
1) Annually provide accurate Real Estate appraisals for all Johnson County property.	
Annual appraisals will be within 90% to 110% of market.	d
Coefficient of Dispersion (COD) will be less than 20% annually.	e
Number of properties appealed.	b
Number of clerical errors/tax grievances per statutes 79-332a, 79-1422, 79-1427a or 79-1702.	c
Reduce error-related costs.	c
Reduce (high volume) stress-related turnover in FTEs.	a
2) Annually provide accurate Personal Property appraisals for all Johnson County personal property.	
Number of properties appealed.	b
Number of clerical errors/tax grievances per statutes 79-332a, 79-1422, 79-1427a or 79-1702.	c
3) Expedite services and provide current information on assessment procedures.	
Reduce number of calls transferred during the appraisal cycle.	g,h,i
Increase public awareness and knowledge of appraisal process.	g,h,i

Agency Key Performance Measures (PMs)

Output	Actual 2017	Estimated 2018	Estimated 2019
<u>Efficiency/Cost Measures</u>			
a) Cost per parcel without allocation.	32.32	33.73	33.82
a) Parcels per Appraiser/Residential (RE).	9,760	10,889	10,944
Parcels per Appraiser/Commercial (COMM).	2,317	2,327	2,345
Parcels per Appraiser/Commercial Personal Property (CPP).	2,755	2,700	2,667
Parcels per Appraiser/Individual Personal Property (IPP).	4,319	3,375	3,375
a) # of parcels/Residential Real Estate.	195,202	196,000	197,000
a) # of parcels/Commercial Real Estate.	25,483	25,600	25,800
a) # of parcels/Commercial Personal Property.	8,266	8,100	8,000
a) # of parcels/Individual Personal Property.	12,957	13,500	13,500
b) # of real estate appeals (Residential, commercial, informal).	7,190	6,350	5,800
b) # of real estate Payments Under Protest.	574	675	700
b) # of Personal Property (PP) Certificate of Value Notice appeals.	60	70	65
c) # of clerical errors/tax grievances real estate.	43	45	45
# of clerical errors/personal property.	5	5	5

*Note that an increase in the number of parcels per Appraiser does not constitute an improvement. However, it is a measurement which needs close monitoring due to the adverse effects of the increased work load (increased stress level, turnover, sick leave usage) which may indicate a need to increase the FTE levels for our operation in order to maintain high performance standards.

Appraiser

Agency Key Performance Measures (PMs)

Efficiency/Cost Measures		Actual 2017	Estimated 2018	Estimated 2019
d) Median Ratio.	Confid Interval			
	Res RE 93.0 - 95.6	94.0	94.0	94.5
	Comm RE 80.2 - 92.1	84.2	88.0	89.0
e) COD.	Confid Interval			
	Res RE 7.2 - 8.6	7.5	8.2	8.6
	Comm RE 22.0 - 29.2	25.0	26.0	26.0
g) Phone logs.		13,925	13,500	13,000
h) Appraisals viewed via the web.		190,490	300,000	310,000
i) Survey (% Approval Good + Excellent).		92.9%	90.0%	90.0%

Appraiser

Major Services

	Actual	Budget	Estimated	Requested	Budget	2018-2019
	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019	% Change

Service #1: Administration

To support and manage the business functions of the Appraiser's office, including budget, personnel and property tax exemptions.

Agency Revenues	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Expenditures	\$ 952,633	\$ 883,496	\$ 877,254	\$ 909,257	\$ 909,257	3.65%
Difference	<u>\$ (952,633)</u>	<u>\$ (883,496)</u>	<u>\$ (877,254)</u>	<u>\$ (909,257)</u>	<u>\$ (909,257)</u>	<u>3.65%</u>
FTE Positions	6.00	6.00	6.00	6.00	6.00	0.00%

Service 2: Applications

To provide on-going maintenance and computer/application support to the Appraiser's Office staff, in order to promote efficiency and productivity.

Agency Revenues	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Expenditures	\$ 346,699	\$ 413,421	\$ 412,038	\$ 431,315	\$ 431,315	4.68%
Difference	<u>\$ (346,699)</u>	<u>\$ (413,421)</u>	<u>\$ (412,038)</u>	<u>\$ (431,315)</u>	<u>\$ (431,315)</u>	<u>4.68%</u>
FTE Positions	4.00	4.00	4.00	4.00	4.00	0.00%

Service #3: Personal Property

To identify, list and value all taxable and exempt commercial personal property in Johnson County, in accordance with the Uniform Standards of Professional Appraisal Practices (USPAP) and Kansas Statutes.

Agency Revenues	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Expenditures	\$ 624,607	\$ 709,962	\$ 705,579	\$ 740,283	\$ 740,283	4.92%
Difference	<u>\$ (624,607)</u>	<u>\$ (709,962)</u>	<u>\$ (705,579)</u>	<u>\$ (740,283)</u>	<u>\$ (740,283)</u>	<u>4.92%</u>
FTE Positions	9.40	9.40	9.40	9.40	9.40	0.00%

Service #4: Commercial Real Estate

To develop accurate and equitable value estimates for commercial real estate in accordance with Uniform Standards of Professional Appraisal Practices (USPAP) and KSA 79-503A.

Agency Revenues	\$ 163	\$ 414	\$ 414	\$ 414	\$ 414	0.00%
Expenditures	\$ 1,863,745	\$ 1,979,235	\$ 2,039,092	\$ 2,134,754	\$ 2,134,754	4.69%
Difference	<u>\$(1,863,582)</u>	<u>\$ (1,978,821)</u>	<u>\$(2,038,678)</u>	<u>\$ (2,134,340)</u>	<u>\$ (2,134,340)</u>	<u>4.69%</u>
FTE Positions	22.00	22.00	23.00	23.00	23.00	0.00%

Service #5: Residential Real Estate

To develop accurate and equitable value estimates for residential real estate in accordance with Uniform Standards of Professional Appraisal Practices (USPAP) and KSA 79-503A.

Agency Revenues	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Expenditures	\$ 2,572,418	\$ 2,684,521	\$ 2,695,909	\$ 2,828,090	\$ 2,828,090	4.90%
Difference	<u>\$(2,572,418)</u>	<u>\$ (2,684,521)</u>	<u>\$(2,695,909)</u>	<u>\$ (2,828,090)</u>	<u>\$ (2,828,090)</u>	<u>4.90%</u>
FTE Positions	34.00	34.00	34.00	34.00	34.00	0.00%

Appraiser

Major Services

	Actual	Budget	Estimated	Requested	Budget	2018-2019
	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019	% Change

Service #6: Support Services

To efficiently and effectively service the needs of Johnson County property owners, along with providing internal support to all divisions within the department.

Agency Revenues	\$ 54,621	\$ 53,985	\$ 53,985	\$ 55,073	\$ 55,073	2.02%
Expenditures	\$ 772,922	\$ 863,962	\$ 745,283	\$ 783,533	\$ 783,533	5.13%
Difference	<u>\$ (718,301)</u>	<u>\$ (809,977)</u>	<u>\$ (691,298)</u>	<u>\$ (728,460)</u>	<u>\$ (728,460)</u>	<u>5.38%</u>
FTE Positions	12.00	12.00	11.00	11.00	11.00	0.00%

Election Office

	Actual FY 2017	Budget FY 2018	Estimated FY 2018	Requested FY 2019	Budget FY 2019	2018-2019 % Change
Agency Revenues						
Charges for Service	\$ 355,910	\$ 608,266	\$ 608,266	\$ 608,266	\$ 608,266	0.00 %
Total Agency Fees & Charges	\$ 355,910	\$ 608,266	\$ 608,266	\$ 608,266	\$ 608,266	0.00 %
Miscellaneous	\$ 12,603	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
Total Other Agency Revenues	\$ 12,603	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
a) Total Agency Revenues	\$ 368,513	\$ 608,266	\$ 608,266	\$ 608,266	\$ 608,266	0.00 %
Expenditures						
Personnel	\$ 1,989,516	\$ 2,610,791	\$ 2,599,572	\$ 2,271,181	\$ 2,271,181	(12.63)%
Contractual Services	\$ 707,142	\$ 1,771,740	\$ 1,771,740	\$ 1,175,301	\$ 1,175,301	(33.66)%
Commodities	\$ 94,615	\$ 129,228	\$ 129,228	\$ 125,367	\$ 125,367	(2.99)%
Capital Outlay	\$ 0	\$ 10,189	\$ 10,189	\$ 10,189	\$ 10,189	0.00 %
Subtotal	\$ 2,791,273	\$ 4,521,948	\$ 4,510,729	\$ 3,582,038	\$ 3,582,038	(20.59)%
Miscellaneous	\$ 238	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
Transfer to Equipment Reserve	\$ 25,000	\$ 25,000	\$ 21,000	\$ 21,000	\$ 21,000	0.00 %
Subtotal	\$ 27,238	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	0.00 %
Expenditures Subtotal	\$ 2,818,511	\$ 4,546,948	\$ 4,535,729	\$ 3,607,038	\$ 3,607,038	(20.48)%
Vehicle Equivalent Units	\$ 1,052	\$ 787	\$ 787	\$ 295	\$ 295	(62.52)%
Risk Management Charges	\$ 0	\$ 9,337	\$ 9,337	\$ 11,987	\$ 11,987	28.38 %
b) Total Expenditures	\$ 2,819,563	\$ 4,557,072	\$ 4,545,853	\$ 3,619,320	\$ 3,619,320	(20.38)%
Difference: b) minus a)	\$ (2,451,050)	\$ (3,948,806)	\$ (3,937,587)	\$ (3,011,054)	\$ (3,011,054)	(23.53)%
FTE Positions						
Fee Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00 %
Grant Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00 %
Other FTEs	17.00	17.00	17.00	17.00	17.00	0.00 %
Total FTE Positions	17.00	17.00	17.00	17.00	17.00	0.00 %

Agency Mission

The Election Office serves the public by administering the election process and promoting voter participation as required by Kansas Statute.

Budget Highlights

Total expenditures for FY 2019, excluding transfers, Vehicle Equivalent Units, and Risk Management charges are budgeted to decrease by \$928,691 ((20.59)%) compared to FY 2018. The decrease is due to the net impact of: 1) election year cycle, and 2) the budgeted salary and benefit increases included in the budget parameters.

Transfers to Equipment Reserve remain constant at 21,000 for FY 2019.

FTEs for FY 2019 remain constant at 17.0.

Election Office

Agency Goals & Performance Measures

a	Actual 2017	Estimated 2018	Estimated 2019
1) Administer elections that provide a convenient, consistent voting experience for the County's voters.			
(A) Public satisfaction with services provided by Johnson County Election Office (community survey)	84%	85%	86%
2) Public satisfaction with services provided by Johnson County Election Office			
(A) Percent of eligible voters registered to vote (based on census data)	93.33%	93.40%	93.50%
3) Promote voter participation through community outreach and engagement			
(A) Public familiarity with services provided by Johnson County Election Office (community survey)	66%	67%	68%

Output and Efficiency Measures

Outputs and Efficiency Measures	Actual 2017	Estimated 2018	Estimated 2019
1) Number of Elections	4	4	2
2) Registered Voters	395,613	420,000	395,000
3) Advance Voting Ballots	26,502	100,000	50,000
4) Military and Overseas Ballots	178	1,500	200
5) Provisional Ballots	1,301	10,000	1,500
6) Voter Registration Cancellations	6,967	25,000	7,000
7) Candidate Filings	208	1,000	200
8) Election Workers	1,928	3,000	2,000
9) Election Worker Training Sessions	38	70	40
10) Jurisdiction Boundary Changes	17	30	30
11) November Voter Turnout	17.19%	50%	20%
12) Staff Overtime	\$38,921	\$80,000	\$30,000
13) Voters Per Filled FTE	24,726	25,000	23,500

Election Office

Major Services

Actual FY 2017	Budget FY 2018	Estimated FY 2018	Requested FY 2019	Budget FY 2019	2018-2019 % Change
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Service #1: Election Administration and Voter List

The Election Office conducts elections for all jurisdictions in the County. The number of elections varies each year and can include Countywide elections or special elections for specific districts. Preparation for an election includes voting machine testing and programming, paper ballot design and printing, and coordination of the three election processes for each election, in person advance voting, by mail advance voting and election day precinct voting. The Election Office maintains all records of registered voters in Johnson County. The maintenance of the voter registration file must comply with state and federal election statutes and laws, and include processing all voter name, address, and party affiliation changes; National Voter Registration Act (NVRA) mandated confirmation mailings for list maintenance; processing of annexations, ward and district boundary changes, and maintenance of on-line street index.

Agency Revenues	\$ 368,513	\$ 608,266	\$ 608,266	\$ 608,266	\$ 608,266	0.00%
Expenditures	\$ 2,818,511	\$ 4,546,948	\$ 4,535,729	\$ 3,607,038	\$ 3,607,038	-20.48%
Difference	\$ (2,449,998)	\$ (3,938,682)	\$ (3,927,463)	\$ (2,998,772)	\$ (2,998,772)	-23.65%
FTE Positions	17.00	17.00	17.00	17.00	17.00	0.00%

Motor Vehicle

	Actual FY 2017	Budget FY 2018	Estimated FY 2018	Requested FY 2019	Budget FY 2019	2018-2019 % Change
Agency Revenues						
Licenses and Permits	\$ 41,997	\$ 51,474	\$ 42,522	\$ 43,054	\$ 43,054	1.25%
Charges for Service	\$ 4,896,461	\$ 5,098,439	\$ 4,957,663	\$ 5,019,633	\$ 5,019,633	1.25%
Total Agency Fees & Charges	\$ 4,938,458	\$ 5,149,913	\$ 5,000,185	\$ 5,062,687	\$ 5,062,687	1.25%
Miscellaneous	\$ 5,186	\$ 1,000	\$ 6,020	\$ 6,095	\$ 6,095	1.25%
Total Other Agency Revenues	\$ 5,186	\$ 1,000	\$ 6,020	\$ 6,095	\$ 6,095	1.25%
a) Total Agency Revenues	\$ 4,943,644	\$ 5,150,913	\$ 5,006,205	\$ 5,068,782	\$ 5,068,782	1.25%
Expenditures						
Personnel	\$ 3,968,898	\$ 4,417,527	\$ 4,558,100	\$ 4,799,949	\$ 4,799,949	5.31%
Contractual Services	\$ 644,484	\$ 463,235	\$ 525,500	\$ 525,500	\$ 525,500	0.00%
Commodities	\$ 47,121	\$ 78,961	\$ 48,420	\$ 48,420	\$ 48,420	0.00%
Capital Outlay	\$ 0	\$ 17,924	\$ 0	\$ 0	\$ 0	0.00%
Subtotal	\$ 4,660,503	\$ 4,977,647	\$ 5,132,020	\$ 5,373,869	\$ 5,373,869	4.71%
Miscellaneous	\$ 372	\$ 14,000	\$ 200	\$ 200	\$ 200	0.00%
Transfer to Equipment Reserve	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	0.00%
Subtotal	\$ 25,372	\$ 39,000	\$ 25,200	\$ 25,200	\$ 25,200	0.00%
Expenditures Subtotal	\$ 4,685,875	\$ 5,016,647	\$ 5,157,220	\$ 5,399,069	\$ 5,399,069	4.69%
Vehicle Equivalent Units	\$ 790	\$ 466	\$ 466	\$ 678	\$ 678	45.49%
Cost Allocation	\$ 359,703	\$ 356,871	\$ 356,871	\$ 399,629	\$ 399,629	11.98%
b) Total Expenditures	\$ 5,046,368	\$ 5,373,984	\$ 5,514,557	\$ 5,799,376	\$ 5,799,376	5.16%
Difference: b) minus a)	\$ (102,724)	\$ (223,071)	\$ (508,352)	\$ (730,594)	\$ (730,594)	43.72%
FTE Positions						
Fee Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00%
Grant Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00%
Other FTEs	68.50	68.00	68.00	69.10	69.10	1.62%
Total FTE Positions	68.50	68.00	68.00	69.10	69.10	1.62%

Agency Mission

The Motor Vehicle Division of Treasury and Financial Management works as an "agent" of the State of Kansas in administering vehicle registrations and vehicle titles. Motor Vehicle is responsible for the collection and distribution of registration and title fees, sales tax and personal property tax for the state, County, cities and all other taxing entities that levy tax and/or fees. Motor Vehicle transactions are processed online, through the mail, and at two office locations for walk-in customers.

Budget Highlights

Total expenditures for FY 2019, excluding transfers, Vehicle Equivalent Units, and cost allocation charges, are budgeted to increase by \$241,849 (4.71%) compared to FY 2018. This net increase is due to the budgeted salary and benefit increases included in the budget parameters.

Transfers to Equipment Reserve remain constant at \$25,000 for FY 2019.

FTEs for FY 2019 increase to 69.10 from 68.00 in FY 2018. This is due to 1.10 FTE transferred from Treasury and Financial Management.

Motor Vehicle

Agency Goals & Performance Measures

Service Delivery Goals and associated objectives	Actual 2017	Estimated 2018	Estimated 2019
1) Increase number of vehicle registration renewals processed electronically by mail (Lockbox) and online (Web Tags).			
A) MOVRS: # of renewal transactions processed by mail (Lockbox), online (Web Tags), back office (fleet) and self-service (kiosks).	381,961	387,690	393,506
B) MOVRS: # of mail (Lockbox), online (Web Tags), back office (fleet) and self-service (kiosk) renewal transactions processed per FTE.	127,320	129,230	131,169
C) MOVRS: # of registration renewal transactions processed in the front offices, not including self-service kiosk renewal transactions.	83,317	84,567	85,835
2) Provide accurate and efficient processing of vehicle transactions.			
A) % of title transaction corrected.	4.46%	4.15%	4.15%
B) QLess: average customer wait time for service.	1:04:25	1:04:25	1:04:25
C) QLess: average customer transaction duration.	0:10:55	0:10:55	0:10:55
D) Community Survey: Satisfaction with County Services: Johnson County Motor Vehicle Registration System. (2016)	68.7% - Very Satisfied or Satisfied		
3) Respond to customer phone calls 913-826-1800.			
A) CISCO CUIC: # of customer service phone calls.	70,296	70,296	70,296
B) CISCO CUIC: average speed to answer.	0:09:30	0:09:06	0:08:52
C) CISCO CUIC: average handle time.	0:03:55	0:03:49	0:03:43
D) CISCO CUIC: # of calls abandoned.	48,615	47,400	46,215

Output and Efficiency Measures

Outputs and Efficiency Measures	Actual 2017	Estimated 2018	Estimated 2019
1) # of vehicle registration renewals.	465,278	472,257	479,341
2) # of vehicle titles.	121,916	123,745	125,601
3) # of misc. transactions.	97,886	99,354	100,845
4) # of commercial vehicles.	7,695	7,580	7,466
5) # of antique vehicles.	3,894	3,952	4,012
6) # of total transactions.	696,669	706,888	717,264
7) Staff turnover rate.	14.71%	14.71%	14.71%

Motor Vehicle

Major Services						
	Actual	Budget	Estimated	Requested	Budget	2018-2019
	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019	% Change

Service #1: Vehicle Property Tax Collection, Titling, Registration, and Related Services

Motor Vehicle works as an agent for the State of Kansas in performing motor vehicle functions such as titling, registering and renewing vehicles along with a variety and high quantity of miscellaneous transactions. Motor Vehicle also performs the essential functions of collecting and distributing property taxes levied on vehicles on behalf of the state, county, cities, schools and various taxing authorities. Motor Vehicle provides customers public service utilizing multiple platforms to all county residents and as a result has a broad impact on the county and is highly visible. Motor Vehicle operations also include a dedicated call center, renewal notice billing, fleet services, title auditing services, financial management services, inventory management and sales tax collection.

Agency Revenues	\$ 4,943,644	\$ 5,150,913	\$ 5,006,205	\$ 5,068,782	\$ 5,068,782	1.25%
Expenditures	\$ 4,685,875	\$ 5,016,647	\$ 5,157,220	\$ 5,399,069	\$ 5,399,069	4.69%
Difference	\$ 257,769	\$ 134,266	\$ (151,015)	\$ (330,287)	\$ (330,287)	118.71%
FTE Positions	68.50	68.00	68.00	69.10	69.10	1.62%

Records & Taxation Administration

	Actual FY 2017	Budget FY 2018	Estimated FY 2018	Requested FY 2019	Budget FY 2019	2018-2019 % Change
Agency Revenues						
Licenses and Permits	\$ 0	\$ 400	\$ 400	\$ 408	\$ 408	2.00 %
Charges for Service	\$ 245,621	\$ 255,768	\$ 255,768	\$ 260,630	\$ 260,630	1.90 %
Total Agency Fees & Charges	\$ 245,621	\$ 256,168	\$ 256,168	\$ 261,038	\$ 261,038	1.90 %
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
Interfund Transfer	\$ 123,500	\$ 123,500	\$ 123,500	\$ 123,500	\$ 123,500	0.00 %
Total Other Agency Revenues	\$ 123,500	\$ 123,500	\$ 123,500	\$ 123,500	\$ 123,500	0.00 %
a) Total Agency Revenues	\$ 369,121	\$ 379,668	\$ 379,668	\$ 384,538	\$ 384,538	1.28 %
Expenditures						
Personnel	\$ 2,509,914	\$ 2,739,145	\$ 2,695,763	\$ 2,882,898	\$ 2,882,898	6.94 %
Contractual Services	\$ 19,891	\$ 92,273	\$ 92,273	\$ 52,873	\$ 52,873	(42.70)%
Commodities	\$ 27,046	\$ 69,381	\$ 69,381	\$ 30,081	\$ 30,081	(56.64)%
Capital Outlay	\$ 0	\$ 27,549	\$ 27,549	\$ 6,249	\$ 6,249	(77.32)%
Subtotal	\$ 2,556,851	\$ 2,928,348	\$ 2,884,966	\$ 2,972,101	\$ 2,972,101	3.02 %
Miscellaneous	\$ 550	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
Transfer to Equipment Reserve	\$ 5,321	\$ 5,321	\$ 5,321	\$ 5,321	\$ 5,321	0.00 %
Subtotal	\$ 5,871	\$ 5,321	\$ 5,321	\$ 5,321	\$ 5,321	0.00 %
Expenditures Subtotal	\$ 2,562,722	\$ 2,933,669	\$ 2,890,287	\$ 2,977,422	\$ 2,977,422	3.01 %
Vehicle Equivalent Units	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00 %
Risk Management Charges	\$ 0	\$ 6,697	\$ 6,697	\$ 7,073	\$ 7,073	5.61 %
b) Total Expenditures	\$ 2,562,722	\$ 2,940,366	\$ 2,896,984	\$ 2,984,495	\$ 2,984,495	3.02 %
Difference: b) minus a)	\$(2,193,601)	\$(2,560,698)	\$(2,517,316)	\$(2,599,957)	\$(2,599,957)	3.28 %
FTE Positions						
Fee Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00 %
Grant Funded FTEs	0.00	0.00	0.00	0.00	0.00	0.00 %
Other FTEs	38.00	38.00	38.00	38.00	38.00	0.00 %
Total FTE Positions	38.00	38.00	38.00	38.00	38.00	0.00 %

Agency Mission

Our mission is to provide the taxpayer, our employer, with quality service and efficient operating procedures. It is our duty to provide these services in a trusted and secure environment that protects the interests of the taxpayer. Through dedicated personnel and emerging technology, we continue to strive for excellence in these endeavors.

Budget Highlights

Total expenditures for FY 2019, excluding transfers, Risk Management charges and cost allocation, are budgeted to increase by \$87,135 (3.02%) compared to FY 2018. This increase is due to the budgeted salary and benefit increases included in the budget parameters.

Transfers to Equipment Reserve remain constant at \$5,321 for FY 2019.

FTEs for FY 2019 remain constant at 38.0.

Records & Taxation Administration

Agency Goals & Performance Measures

	Actual 2017	Estimated 2018	Estimated 2019
1) Provide accurate and timely parcel processing for the tax roll			
A) (Parcel processing time)	5 min	5 min	5 min
B) (% of parcel changes without error)	98%	98%	98%
2) Provide accurate processing of Land Record Instruments			
A) (Document processing time)	5 min	5 min	5 min
B) % of processing without error	99%	98%	98%
3) Provide timely Call Center responses			
A) (Average call length.)	1:17	1:15	1:15

Output and Efficiency Measures

Outputs and Efficiency Measures	Actual 2017	Estimated 2018	Estimated 2019
1) A) # of parcel changes.	65,690	67,500	68,000
B) # of parcel changes without error.	64,914	66,150	66,640
2) A) # of documents recorded.	116,285	118,000	119,500
B) # of documents recorded without error.	115,364	115,640	117,110
3) A) # of calls answered.	118,537	107,000	107,000

Measures to be implemented through 2018.

Archives

 Archive Delivery Request Audit

Call Center

 Average Hold Time

 Calls not answered

Recording

 Error Rate

 Queue Time

Tax Roll Maintenance

 Customer Service Survey

 Parcel Foundation Initiative

Records & Taxation Administration

Major Services

	Actual FY 2017	Budget FY 2018	Estimated FY 2018	Requested FY 2019	Budget FY 2019	2018-2019 % Change
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Service #1: Administration

Create, maintain and calculate real, personal and state assessed tax rolls. Provide valuation and tax reports to taxing authorities, prepare tax abstract, maintain tax units. Manage department administrative functions including payroll, all accounting functions and correspondence.

Agency Revenues	\$ 363,121	\$ 379,130	\$ 379,130	\$ 383,989	\$ 383,989	1.28%
Expenditures	\$ 516,320	\$ 668,988	\$ 657,593	\$ 599,450	\$ 599,450	-8.84%
Difference	\$ (153,199)	\$ (289,858)	\$ (278,463)	\$ (215,461)	\$ (215,461)	-22.62%
FTE Positions	5.00	5.00	5.00	5.00	5.00	0.00%

Service #2: Mapping and Technology

Provide all base level mapping changes, update mapping database, provide customer support for mapping inquiries, manage department PC, printer, scanner and plotter equipment, manage department specific software applications. Provide initial and final tax roll changes and maintenance.

Agency Revenues	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Expenditures	\$ 847,016	\$ 886,815	\$ 883,265	\$ 927,920	\$ 927,920	5.06%
Difference	\$ (847,016)	\$ (886,815)	\$ (883,265)	\$ (927,920)	\$ (927,920)	5.06%
FTE Positions	12.00	12.00	12.00	12.00	12.00	0.00%

Service #3: Customer Service

Provide telephone, e-mail and postal mail support and response. Process all postal mail documents for recording. Manage Court of Tax Appeals (COTA) cases and process affidavits.

Agency Revenues	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Expenditures	\$ 306,408	\$ 446,061	\$ 434,330	\$ 458,622	\$ 458,622	5.59%
Difference	\$ (306,408)	\$ (446,061)	\$ (434,330)	\$ (458,622)	\$ (458,622)	5.59%
FTE Positions	7.00	7.00	7.00	7.00	7.00	0.00%

Service #4: Recording Maintenance

Process all title company documents for recording. Complete recording process for postal mail documents, provide document scanning.

Agency Revenues	\$ 6,000	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Expenditures	\$ 754,821	\$ 642,725	\$ 637,032	\$ 671,512	\$ 671,512	5.41%
Difference	\$ (748,821)	\$ (642,725)	\$ (637,032)	\$ (671,512)	\$ (671,512)	5.41%
FTE Positions	10.00	10.00	10.00	10.00	10.00	0.00%

Service #5: Archives and Record Management

Manage all County documents according to retention and destruction policies. Provide customer service as needed. Maintain security for all stored records.

Agency Revenues	\$ 0	\$ 538	\$ 538	\$ 549	\$ 549	2.04%
Expenditures	\$ 135,466	\$ 289,080	\$ 278,067	\$ 319,918	\$ 319,918	15.05%
Difference	\$ (135,466)	\$ (288,542)	\$ (277,529)	\$ (319,369)	\$ (319,369)	15.08%
FTE Positions	4.00	4.00	4.00	4.00	4.00	0.00%