REQUEST FOR BOARD ACTION

HENDERSON COUNTY
BOARD OF COMMISSIONERS

MEETING DATE: April 3, 2017

SUBJECT: Tax Department Software Update

PRESENTER: Darlene Burgess, Tax Administrator

ATTACHMENTS: Yes
1. PowerPoint Presentation

SUMMARY OF REQUEST:

Henderson County utilizes the North Carolina Property Tax System (NCPTS) for tax administration functions, including Billing and Collections, Land Records, and Appraisal. Farragut is the vendor that provides ongoing implementation and support services to users of the system. In 2006 the County began using the Land Records/Computer Assisted Mass Appraisal System (LR/CAMA) for appraisal, and in October, 2016, transitioned to Farragut's new version for appraisal called Denali.

Staff has been working with Farragut on issues related to that transition, and will provide the Board with an update on the current status of the project.

BOARD ACTION REQUESTED:

No Board Action requested, this item is for information only.

Suggested Motion(s):

No motion suggested.

TAX DEPARTMENT SOFTWARE UPDATE

April 3, 2017

Presented by:
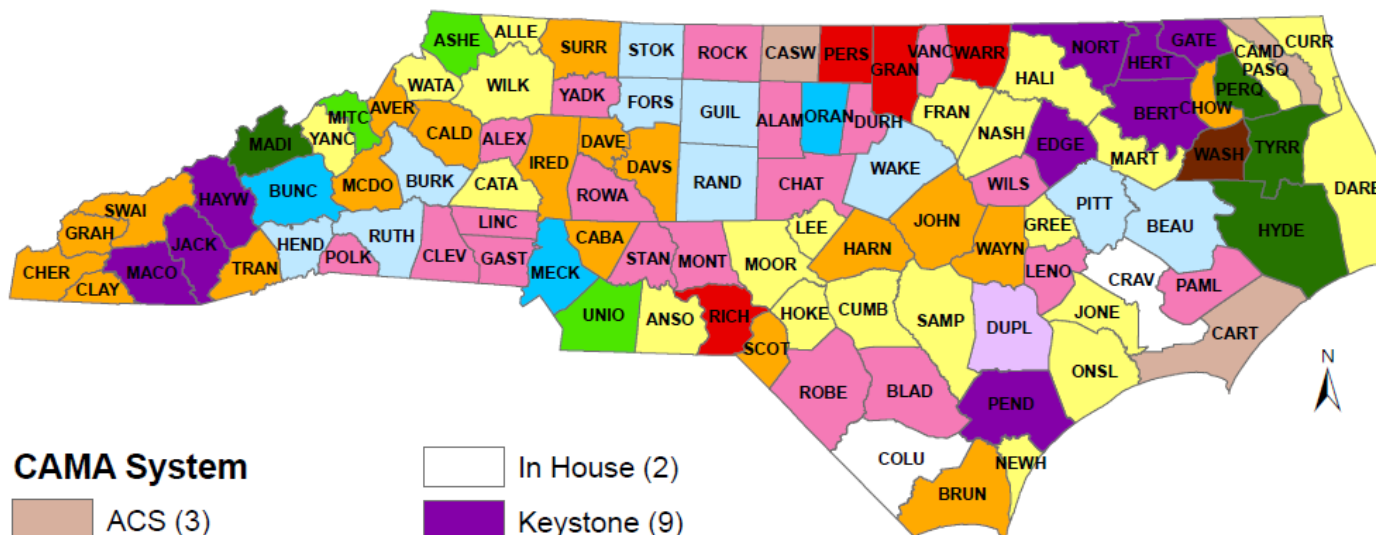
Darlene Burgess

Henderson County Tax Administrator

OVERVIEW:

➢The North Carolina Property Tax System (NCPTS) is an integrated software system that facilitates billing and collection of local property tax *

➢In 2003, part ownership of NCPTS was transferred to the NC Association of County Commissioners (NCACC) so all interested counties could use the software without paying a licensing fee*

➢Farragut is the vendor that provides ongoing implementation and support services to users of the system

➢NCPTS has several Modules, each being designed to administer tax office functions

➢In 2004, Henderson County began using the system for its Billing & Collections function

➢Currently, 10 counties use the NCPTS CAMA system**

    ➢Computer Assisted Mass Appraisal (CAMA)

  *   *Source: NC Association of County Commissioners Website (NCACC.org)*
  ** *Source: NC Department of Revenue, CAMA Systems by County, 2016*

Computer Assisted Mass Appraisal Systems by County, 2016

CAMA System

- ACS (3)
- AccessWeb (1)
- Bi-tek (19)
- Bormuth (4)
- Cox and Company (19)
- ECCO System (1)
- In House (2)
- Keystone (9)
- NCPTS (10)
- Patriot Properties (3)
- Pearson Appraisal (4)
- Thompson-Reuters (3)
- Tyler Technology (22)

Source: North Carolina Department of Revenue, 2016

February 16, 2017

HOW DOES HENDERSON COUNTY USE THE NCPTS SYSTEM?

NCPTS MODULE	USED TO:	DATE IMPLEMENTED:
BILLING & COLLECTIONS	➤ Appraise personal property ➤ Facilitate Tax Relief Programs (Elderly/Disabled/Present Use Value) ➤ Generate and mail annual tax bills ➤ Collect tax payments ➤ Enforce the payment of delinquent tax	2004
DENALI (formerly LR/CAMA) * LR = Land Records	➤ Collect data used to value real property ➤ Appraise and assess real property ➤ Facilitate Reappraisals	October, 2016 (Denali) 2006 (LR/CAMA)
DEEDSYNC / PARCEL SYNC	➤ Manage real property ownership records ➤ Maintenance of tax map and GIS data	August, 2016

AREAS WHERE THE NCPTS SYSTEM HAS IMPROVED TAX DEPARTMENT FUNCTIONS

TAX DEPARTMENT DIVISION	IMPROVEMENTS

TAX COLLECTIONS	➢ Automation of many tasks allows staff to focus on other areas
	   • Enforced collections
	   • Site visits
	➢ Tax payments are processed and deposited quickly
	➢ Collections data is automatically transferred to Finance nightly
	➢ Enforced collections are streamlined and can be performed in mass

LAND RECORDS	➢ Allows staff to work in a more paperless environment ➢ Ownership transfers are processed faster ➢ Workflow can be monitored

AREAS WHERE ATTENTION IS NEEDED
DENALI

WHAT ARE THE OBSTACLES?	WHAT ARE WE DOING TO RESOLVE THE OBSTACLES?	WHAT WORK STILL NEEDS TO BE DONE?
➢ Issues from data migration ➢ Learning curve issues for Staff ➢ Workflow has been impeded ➢ Backlogs in the Appraisal Division	➢ Mass data fixes have been applied ➢ Frequent software Releases installed to address Help Desk tickets ➢ Tax Department Staff has taken steps to verify and (where necessary) improve system data ➢ Frequent training sessions are provided to staff ➢ Workflow improvements have been made	➢ Continue progress toward resolving all outstanding issues ➢ Use technology and resources to eliminate and prevent future backlogs ➢ Remove workflow impediments ➢ Review and improve overall workflow design to maximize staff efficiency ➢ Continue training ➢ Improve reporting to enable monitoring of reappraisal progress

AREAS WHERE ATTENTION IS NEEDED
NCPTS REPORTING

WHAT ARE THE OBSTACLES?	WHAT ARE WE DOING TO RESOLVE THE OBSTACLES?	WHAT WORK STILL NEEDS TO BE DONE?
➢ Improvements to ensure accurate, verifiable data is provided in reports ➢ Enhancements to enable proper monitoring and control of activities	➢ Involvement of oversight agencies to ensure reporting is in accord with statute and best practices ➢ Involvement of other County stakeholders to identify reporting needs	➢ Define improvements to reporting ➢ Obtain input on format and content ➢ Design, test and implement

QUESTIONS?