

# General Government

General Government includes departments that carry out mandated functions and support the overall governance of the county.

## Budget Summary:

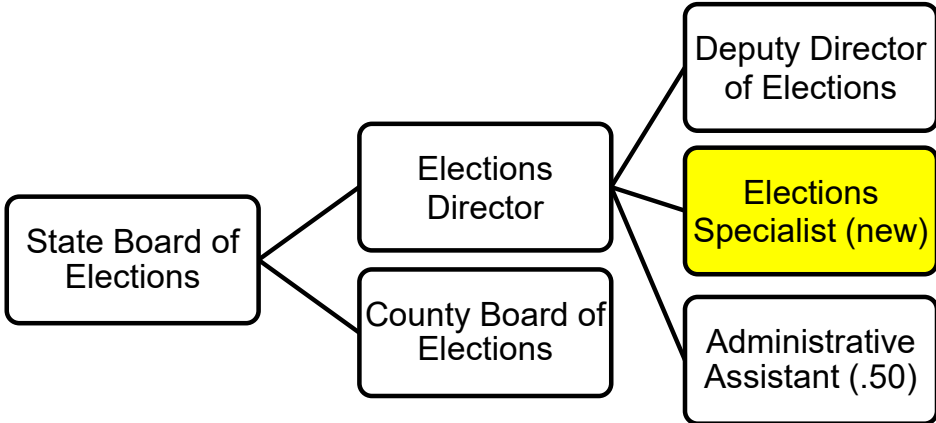
	A 2016 Actual	B 2017 Actual	C 2018 Amended	D 2018 Estimated	E 2019 Total Req.	F 2019 Total Rec.	G 2019 Appr. Cont.	H 2019 Appr. Exp.	I 2019 Total Appr.	J Variance	K Total % Inc./Dec.
<b>Revenues</b>											
Permits and Fees	374,608	430,316	362,829	425,305	433,590	433,590	433,590	0	433,590	70,761	20%
Intergovernmental	1,200	0	0	0	0	0	0	0	0	0	0%
Other Taxes/Licenses	631,776	770,199	727,000	823,300	798,000	798,000	798,000	0	798,000	71,000	10%
Charges for Services	549,424	251,421	246,813	247,528	237,000	237,000	237,000	0	237,000	(9,813)	(4%)
<b>Total Revenues</b>	<b>1,557,008</b>	<b>1,451,936</b>	<b>1,336,642</b>	<b>1,496,133</b>	<b>1,468,590</b>	<b>1,468,590</b>	<b>1,468,590</b>	<b>0</b>	<b>1,468,590</b>	<b>131,948</b>	<b>10%</b>
<b>Expenditures</b>											
Salaries	1,123,203	1,195,001	1,305,419	1,165,222	1,404,228	1,316,755	1,300,755	16,000	1,316,755	11,336	1%
Other Salaries and Benefits	575,067	671,701	676,928	654,485	758,266	708,604	699,842	8,762	708,604	31,676	5%
Operating	1,008,260	986,340	901,649	800,659	905,746	906,489	906,489	0	906,489	4,840	1%
Allocations/Programs	0	1,113	0	0	0	0	0	0	0	0	0%
Capital Outlay	54,528	10,631	25,619	23,198	25,600	0	0	0	0	(25,619)	(100%)
<b>Total Expenditures</b>	<b>2,761,058</b>	<b>2,864,786</b>	<b>2,909,615</b>	<b>2,643,564</b>	<b>3,093,840</b>	<b>2,931,848</b>	<b>2,907,086</b>	<b>24,762</b>	<b>2,931,848</b>	<b>22,233</b>	<b>1%</b>
<b>Net Cost:</b>	<b>1,204,049</b>	<b>1,412,851</b>	<b>1,572,973</b>	<b>1,147,431</b>	<b>1,625,250</b>	<b>1,463,258</b>	<b>1,438,496</b>	<b>24,762</b>	<b>1,463,258</b>	<b>(109,715)</b>	<b>(7%)</b>

# Elections

The mission of the office of the Board of Elections of Chatham County is to plan, organize, conduct, and monitor all elections held in Chatham County and to ensure that the citizens have the right to vote in fair and impartial elections in accordance with State and Federal Elections law and County regulations. The Board of Elections strives to ensure timely, accurate voter registration information and that voters are not disenfranchised in any way. They also ensure compliance with campaign reporting and finance rules and regulations.

**Major responsibilities:**

1. Register voters and provide public access to voter registration information
2. Recruit and train 75 to 200 poll workers for each election
3. Receive, audit and maintain campaign finance records for local office candidates and elected officials
4. Code, test and maintain voting machines
5. Conduct absentee voting for each election
6. Inform and educate the public concerning election matters



<b>Budget Summary:</b>	A	B	C	D	E	F	G	H	I	J	K
	2016	2017	2018	2018	2019	2019	2019	2019	2019		Total %
	Actual	Actual	Amended	Estimated	Total Req.	Total Rec.	Appr. Cont.	Appr. Exp.	Total Appr.	Variance	Inc./Dec.
<b>Revenues</b>											
Intergovernmental	1,200	0	0	0	0	0	0	0	0	0	0%
Charges for Services	1,775	16	9,813	2,528	0	0	0	0	0	(9,813)	(100%)
<b>Total Revenues:</b>	<b>2,975</b>	<b>16</b>	<b>9,813</b>	<b>2,528</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(9,813)</b>	<b>(100%)</b>
<b>Expenditures</b>											
Salaries	113,865	118,147	121,639	116,048	147,808	135,282	119,282	16,000	135,282	13,643	11%
Other Salaries and Benefits	113,567	134,846	116,658	120,115	145,637	137,571	128,809	8,762	137,571	20,913	18%
Operating	200,895	223,566	200,771	172,114	182,697	187,370	187,370	0	187,370	(13,401)	(7%)
Allocations/Programs	0	1,113	0	0	0	0	0	0	0	0	0%
<b>Total Expenditures:</b>	<b>428,327</b>	<b>477,672</b>	<b>439,068</b>	<b>408,277</b>	<b>476,142</b>	<b>460,223</b>	<b>435,461</b>	<b>24,762</b>	<b>460,223</b>	<b>21,155</b>	<b>5%</b>
<b>Net Cost</b>	<b>425,352</b>	<b>477,656</b>	<b>429,255</b>	<b>405,749</b>	<b>476,142</b>	<b>460,223</b>	<b>435,461</b>	<b>24,762</b>	<b>460,223</b>	<b>30,968</b>	<b>7%</b>
<b>Number of County Employees</b>	<b>2.50</b>	<b>2.50</b>	<b>2.50</b>	<b>2.50</b>	<b>3.50</b>	<b>3.50</b>	<b>2.50</b>	<b>1.00</b>	<b>3.50</b>	<b>1.00</b>	<b>40%</b>

**One-time Expenses:** The FY 2018 budget includes one-time expenses of \$24,993. The FY 2019 budget includes one-time expenses of \$2,076. If one-time expenses are subtracted, the percent difference between the FY 2018 and 2019 budgets is 10.64%.

**Cuts or Expansion Approved:**

Election Specialist Elections is a department with many specialized segments. To function efficiently the department needs to expand. All processes require a great deal of attention to detail. New developments and annexations increases the number of new roads and streets to add to the Geocode system, which impacts the successful and efficient completion of audits. The voter registration database has grown consistently each year. Since November 2010 the number of registered voters has increased from 42,748 to 51,344. Future growth will also impact these numbers. Mandatory reporting and data management requirements have had a significant impact on the work load. Request for information from Campaigns, Political Parties, and Citizens has increased as well. At the current level of staffing the department struggles to maintain our excellent customer service status by processing these request in a timely manner, while managing the Geocode system, competing audits, and ensuring a successful election process. Other counties of Chatham’s size average 3 – 3.5 employees Net Cost: \$24,761

**Accomplishments:**

1. Demonstrated sound fiscal stewardship: Streamlined delivery process on the night before the election, by having staff deliver supplies to the Pittsboro precinct, and used one delivery truck to deliver supplies to the East Siler City and Goldston Precincts for the November 7, 2017 election.
2. Demonstrate sound fiscal stewardship: Staff sorted early voting ballots by precinct and ran through the tabulator for the November 7, 2017.

**Department Links to Commissioner Goals:**

1. Provide effective and efficient government: Staff will implement improvements to the office space to improve security and establish a more productive environment for staff and residents.

**Work Plan**

**Goal:** Improve customer service to provide effective service to all external and internal customers.

**Objectives:**

- Provide timely service for citizens' requests for information (includes combined totals from e-mail survey requests, mailed surveys and website surveys)

Key Measures	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Percent of requests for information provided within 2 days	2	N/A	N/A	70%	80%
Percent of responses to customer satisfaction survey indicating good to excellent customer service		N/A	N/A	80%	85%

**Goal:** Ensure accuracy of all elections in Chatham County to comply with all state and federal election laws.

**Objectives:**

- Increase the number of training sessions for poll workers and “one-stop” employees
- Maintain accuracy of geocode data and decrease the number of GIS audit errors

<b>Key Measures</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Estimated</b>	<b>FY 2019 Projected</b>
Number of Geocode audit errors per month	\$1500	N/A	N/A	1,700	1,500

**Goal:** Inform and engage the public in the election process and election laws.

**Objectives:**

- Increase voter turnout
- Increase the number of registered voters

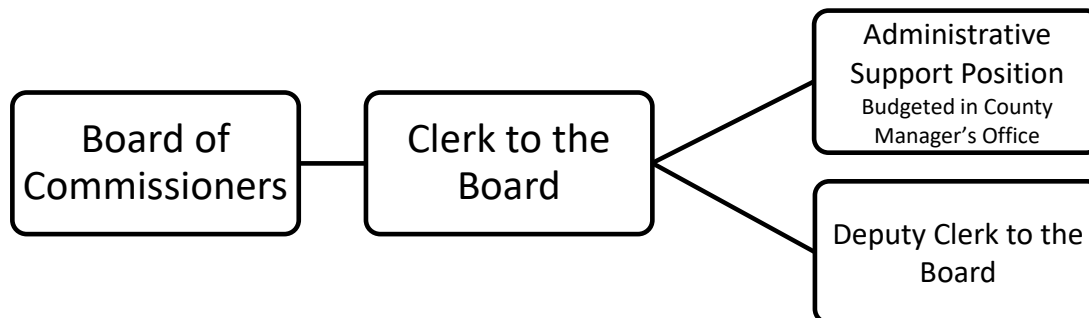
<b>Key Measures</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Estimated</b>	<b>FY 2019 Projected</b>
Percent of voters who vote early in General Elections	45%	N/A	N/A	N/M	65%
Voter turnout in General Elections		N/A	N/A	N/M	40%

# Governing Board

The Board of Commissioners, a five-member elected group, is the governing and policy-making body of Chatham County. Commissioners establish goals for the county, provide policy direction and ensure accountability to the citizens. Commissioners also approve an annual budget and set property tax rates and fees for the county and special tax districts. By law, the Board of Commissioners directly appoints three principal officials: county manager, county attorney and clerk to the board, all of whom serve at the pleasure of the board. See the County Manager's Office for a copy of the division's work plan/major responsibilities.

**Major responsibilities:**

1. Record accurate minutes of all Board of Commissioners' meetings.
2. Receive, facilitate and fill all public records requests.
3. Maintain official files of the Board of Commissioners including resolutions, ordinances and contracts.



<b>Budget Summary:</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>	<b>Variance</b>	<b>Total %</b>
	<b>Actual</b>	<b>Actual</b>	<b>Amended</b>	<b>Estimated</b>	<b>Total Req.</b>	<b>Total Rec.</b>	<b>Appr. Cont.</b>	<b>Appr. Exp.</b>	<b>Total Appr.</b>		<b>Inc./Dec.</b>
<b>Expenditures</b>											
Salaries	134,165	135,027	172,019	136,893	174,595	179,836	179,836	0	179,836	7,817	5%
Other Salaries and Benefits	89,196	97,249	106,638	99,313	110,548	111,299	111,299	0	111,299	4,661	4%
Operating	87,688	98,240	100,707	95,835	110,513	110,513	110,513	0	110,513	9,806	10%
Capital Outlay	4,408	0	0	0	0	0	0	0	0	0	0%
<b>Total Expenditures:</b>	<b>315,456</b>	<b>330,516</b>	<b>379,364</b>	<b>332,041</b>	<b>395,656</b>	<b>401,648</b>	<b>401,648</b>	<b>0</b>	<b>401,648</b>	<b>22,284</b>	<b>6%</b>
<b>Net Cost</b>	<b>315,456</b>	<b>330,516</b>	<b>379,364</b>	<b>332,041</b>	<b>395,656</b>	<b>401,648</b>	<b>401,648</b>	<b>0</b>	<b>401,648</b>	<b>22,284</b>	<b>6%</b>
<b>Number of County Employees</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>7.00</b>	<b>7.00</b>	<b>7.00</b>	<b>0.00</b>	<b>7.00</b>	<b>5.00</b>	<b>250%</b>

**One-time Expenses:** The FY 2019 budget includes one-time expenses of \$3,960. If one-time expenses are subtracted, the percent difference between the FY 2018 and 2019 budgets is 4.83%.

**Accomplishments:**

1. Review on-going processes: Conducted a survey of residents, staff, and commissioners to evaluate BOC agendas and the agenda process. Results showed that all were very pleased with the process and format of the agenda. Added a section to the abstracts for departments to explain how the item relates to the Comprehensive

**Department Links to Commissioner Goals:**

1. Provide effective, efficient government: Create a searchable database for BOC agendas, agenda packets and minutes that will be accessible to all employees. This project will take five years with records from 2013 to present being completed in FY19.
2. Provide effective, efficient government: Attend 3 to 4 meetings of local

- Plan.
2. Ensure effective, efficient government: Trained a Deputy Clerk which has improved the efficiency of the department and service to the BOC.

organizations to educate residents on BOC meetings and procedures and encourage citizen engagement.

## Work Plan

**Goal:** To accurately record and carefully preserve the legislative history of the County.

### Objectives:

- Draft Minutes are prepared and sent to commissioners for review no later than two weeks after each meeting.
- Minutes are on the agenda for approval no later than one month after the meeting.
- Minute books are completed and submitted for microfilming every six months.
- Approved Resolutions and Minutes are uploaded to the County Website within 48 hours of approval.
- Distribute agenda and agenda packets to BOC and to Sunshine List 3 business days before any regular meeting.

Key Measures	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Percentage of times minutes are sent to commissioners for review no later than two weeks after the meeting.		N/A	N/A	N/A	90%
Percentage of times approved Resolutions and Minutes are uploaded to the County Website within 48 hours of approval.		N/A	N/A	N/A	90%
Percentage of times minutes are on the agenda for approval one month after the meeting.		N/A	N/A	N/A	95%
Percentage of times minute books are sent for microfilming every six months.		N/A	N/A	N/A	100%
Percentage of time the agenda and agenda packets are distributed to BOC and to Sunshine List 3 business days before any regular meeting at least 95% of the time.					95%

**Goal:** Increase citizen engagement.

**Objectives:**

- Hold 3-4 speaking engagements in the community to educate residents on BOC meetings and procedures.
- Increase number of subscribers to BOC e-notices.

<b>Key Measures</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Estimated</b>	<b>FY 2019 Projected</b>
Number of speaking engagements		N/A	N/A	N/A	3
Percentage of new subscribers added to BOC e-notices		N/A	N/A	N/A	10%

**Goal:** Maximize timely access to County records and information.

**Objectives:**

- Acknowledge receipt of Public Records Requests within 24 hours.
- Fill Public Records Requests within 10 business days.

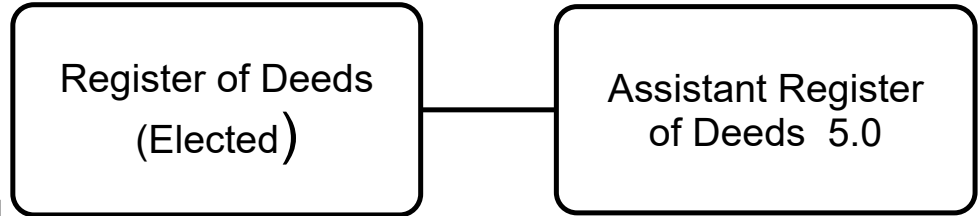
<b>Key Measures</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Estimated</b>	<b>FY 2019 Projected</b>
Percentage requests are acknowledged within 24 hours.		N/A	N/A	N/A	90%
Percentage requests are filled within 10 business days.		N/A	N/A	N/A	90%

# Register of Deeds

The mission of the Register of Deeds is to serve as legal custodian of all real estate and vital records for Chatham County. The Register of Deeds is responsible for the accuracy, integrity and maintenance of public records, as required by law.

**Major responsibilities:**

1. Record, scan, index and verify land records for archival purposes
2. Research and maintain Birth, Death, Marriage and Military Discharge records
3. Issue marriage licenses and forward archive information to NC Vital Records office
4. Prepare and submit delayed and amended vital records (Births and Deaths) certificates
5. Administer Notary Public oaths, maintain Notary Public records and submit records to NC Secretary of State's Office
6. Collate and mail recorded processed documents to return addresses on documents after scanning, checking and transferring to internet
7. Restore and preserve old vital records. Many are in bad shape and very fragile.



<b>Budget Summary:</b>	<b>A</b> 2016 Actual	<b>B</b> 2017 Actual	<b>C</b> 2018 Amended	<b>D</b> 2018 Estimated	<b>E</b> 2019 Total Req.	<b>F</b> 2019 Total Rec.	<b>G</b> 2019 Appr. Cont.	<b>H</b> 2019 Appr. Exp.	<b>I</b> 2019 Total Appr.	<b>J</b> Variance	<b>K</b> Total % Inc./Dec.
<b>Revenues</b>											
Permits and Fees	374,608	430,316	362,829	425,305	433,590	433,590	433,590	0	433,590	70,761	20%
Other Taxes/Licenses	631,776	770,199	727,000	823,300	798,000	798,000	798,000	0	798,000	71,000	10%
<b>Total Revenues:</b>	1,006,384	1,200,515	1,089,829	1,248,605	1,231,590	1,231,590	1,231,590	0	1,231,590	141,761	13%
<b>Expenditures</b>											
Salaries	252,909	258,230	266,263	263,735	292,952	267,785	267,785	0	267,785	1,522	1%
Other Salaries and Benefits	108,256	120,159	124,045	122,614	144,021	127,862	127,862	0	127,862	3,817	3%
Operating	87,679	90,796	190,463	170,317	113,133	112,733	112,733	0	112,733	(77,730)	(41%)
<b>Total Expenditures:</b>	448,845	469,185	580,771	556,666	550,106	508,380	508,380	0	508,380	(72,391)	(12%)
<b>Net Cost</b>	<b>(557,539)</b>	<b>(731,330)</b>	<b>(509,058)</b>	<b>(691,939)</b>	<b>(681,484)</b>	<b>(723,210)</b>	<b>(723,210)</b>	<b>0</b>	<b>(723,210)</b>	<b>(214,152)</b>	<b>42%</b>
<b>Number of County Employees</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>7.00</b>	<b>6.00</b>	<b>6.00</b>	<b>0.00</b>	<b>6.00</b>	<b>0.00</b>	<b>0%</b>



**Accomplishments:**

1. Review on-going processes to evaluate how the county does business: Completed project to restore and preserve old vital records.

**Work Plan**

**Goal:** Maximize availability and accessibility of deeds and related documents to general public and professionals who use the information.

**Objectives:**

- Index all marriage, death & property records in a timely manner to aid public accessibility.
- Continue online documents search & retrieval system to provide easier accessibility for customers

Key Measures	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Number of annual visits to online documents (deed) retrieval system	586,421	630,000	599,077	600,000	630000
Average days for documents to be made available to the public	5 minutes	5 minutes	5 minutes	5 minutes	5 minutes

**Goal:** Continue e-recording as method to record real estate documents

**Objectives:**

- Offer e-recording as a method of filing real estate documents

Key Measures	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Number of documents filed through e-recording	NA	4,511	7,039	8,000	8500

**Goal:** Encourage Veterans to record discharge papers and local businesses to provide Veterans with discounts by continuing the "Thank A Vet" program in Chatham County.

**Objectives:**

- Assist Veterans by promoting filing of military discharge papers and working with local businesses to provide Veterans with discounts.

Key Measures	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Number of discharge papers filed	3	NA	63	20	20
Number of businesses participating in the program	NA	NA	57	65	70

## Tax -- Total All Divisions

### Budget Summary

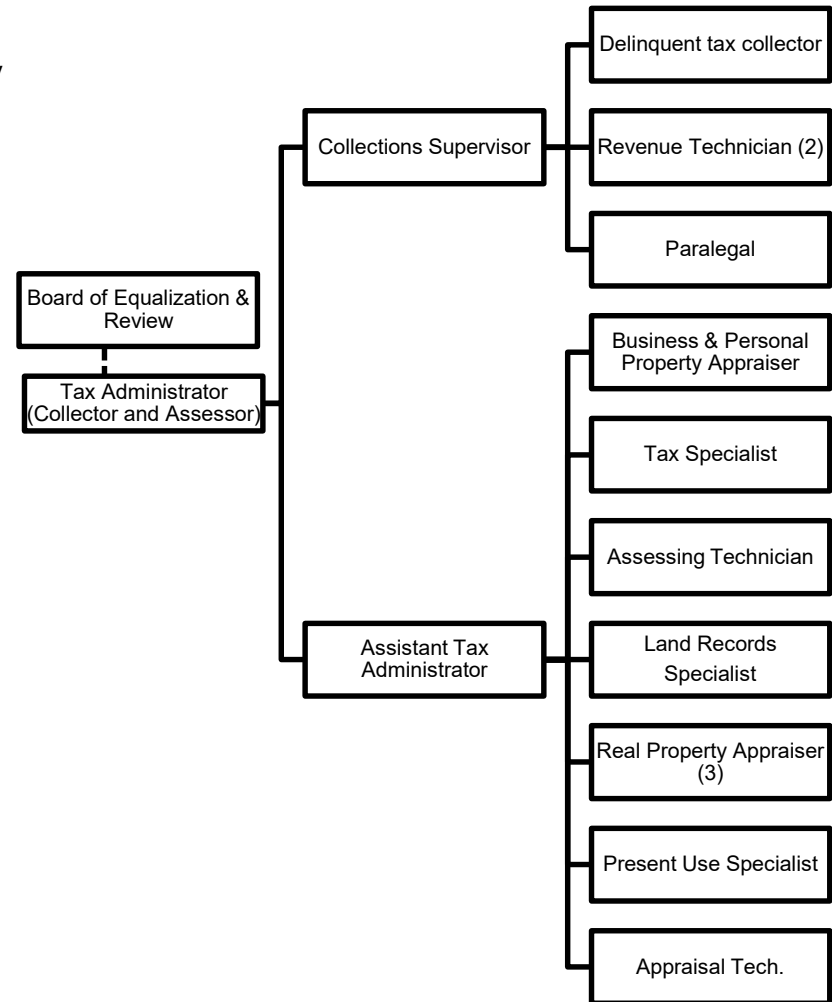
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<b>Revenues</b>											
Charges for Services	547,649	251,405	237,000	245,000	237,000	237,000	237,000	0	237,000	0	0%
<b>Total Revenues</b>	547,649	251,405	237,000	245,000	237,000	237,000	237,000	0	237,000	0	0%
<b>Expenditures</b>											
Salaries	622,264	683,596	745,498	648,546	788,873	733,852	733,852	0	733,852	(11,646)	(2%)
Other Salaries and Benefits	264,048	319,447	329,587	312,443	358,060	331,872	331,872	0	331,872	2,285	1%
Operating	631,997	573,738	409,708	362,393	499,403	495,873	495,873	0	495,873	86,165	21%
Capital Outlay	50,120	10,631	25,619	23,198	25,600	0	0	0	0	(25,619)	(100%)
<b>Total Expenditures</b>	1,568,430	1,587,412	1,510,412	1,346,580	1,671,936	1,561,597	1,561,597	0	1,561,597	51,185	3%
<b>Net Cost</b>	<b>1,020,781</b>	<b>1,336,008</b>	<b>1,273,412</b>	<b>1,101,580</b>	<b>1,434,936</b>	<b>1,324,597</b>	<b>1,324,597</b>	<b>0</b>	<b>1,324,597</b>	<b>51,185</b>	<b>4%</b>
<b>Number of County Employees</b>	<b>16.00</b>	<b>16.00</b>	<b>17.00</b>	<b>17.00</b>	<b>18.00</b>	<b>16.00</b>	<b>16.00</b>	<b>0.00</b>	<b>16.00</b>	<b>(1)</b>	<b>(6%)</b>

# Tax - Administration

The mission of the Tax Administration Office is to ensure equitable and fair assessment of all taxable property and the collection of all ad valorem tax while providing excellent customer service to all Chatham County residents.

**Major responsibilities:**

1. Prepare and mail annual tax bills for real and personal property and monthly motor vehicle bills
2. Collect all real and personal property tax, daily water payments, gross receipts and occupancy tax.
3. Perform collection procedures
4. Prepare and mail listings forms for real and personal property to all property owners in Chatham County
5. Verify listings compliances and process returned listing forms
6. Perform business audits to verify listing compliance
7. Process, maintain and audit exemption and deferment programs for compliance
8. Assist citizens with property tax questions



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<b>Revenues</b>											
Charges for Services	547,649	251,405	237,000	245,000	237,000	237,000	237,000	0	237,000	0	0%
<b>Total Revenues:</b>	547,649	251,405	237,000	245,000	237,000	237,000	237,000	0	237,000	0	0%
<b>Expenditures</b>											
Salaries	451,535	471,245	519,817	426,373	484,868	499,418	499,418	0	499,418	(20,399)	(4%)
Other Salaries and Benefits	184,329	207,347	225,256	204,962	219,396	222,308	222,308	0	222,308	(2,948)	(1%)
Operating	315,294	318,543	357,182	318,290	320,783	321,783	321,783	0	321,783	(35,399)	(10%)
Capital Outlay	3,844	10,631	0	0	0	0	0	0	0	0	0%
<b>Total Expenditures:</b>	955,002	1,007,767	1,102,255	949,625	1,025,047	1,043,509	1,043,509	0	1,043,509	(58,746)	(5%)
<b>Net Cost</b>	<b>407,352</b>	<b>756,362</b>	<b>865,255</b>	<b>704,625</b>	<b>788,047</b>	<b>806,509</b>	<b>806,509</b>	<b>0</b>	<b>806,509</b>	<b>(58,746)</b>	<b>(7%)</b>
<b>Number of County Employees</b>	<b>11.00</b>	<b>11.00</b>	<b>12.00</b>	<b>12.00</b>	<b>11.00</b>	<b>11.00</b>	<b>11.00</b>	<b>0.00</b>	<b>11.00</b>	<b>(1.00)</b>	<b>(8%)</b>

**One-time Expenses:** The FY 2018 budget includes one-time expenses of \$1,000. If one-time expenses are subtracted, the percent difference between the FY 2018 and 2019 budgets is (5.24%).

**Accomplishments:**

1. Provide and measure strong customer service: The Tax Office started printing value notifications in-house and sending them as they occur. This was a cost savings and provided better customer service.
2. Review on-going processes: Worked with other counties to review their Present Use Value audit programs.

**Department Links to Commissioner Goals:**

1. Preserve, protect, and enable agriculture and forestry: Will implement a Present Use Value audit program beginning with education and outreach for residents.

**Work Plan**

**Goal:** To provide an accurate assessment of tax values on all real and personal property to ensure that the tax burden is fairly distributed.

**Objectives:**

- To achieve a sales assessment ratio of between 98 and 100.
- To review a third of PUVs every year between revaluations, compliance review, new applications, transfers.
- To visit 100% of all permitted construction at least twice before the final inspection.
- To visit 100% of all permitted construction at least once before the final inspection (all permits are reviewed).

<b>Key Measures</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Estimated</b>	<b>FY 2019 Projected</b>
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Ratio between assessed property values and market values, as determined by recent sales	96.33%	103.4%	99%	98-100%	96%
Percent of parcels visited at least twice before the final inspection	N/A	N/A	40%	N/A	N/A
Percent of PUVs reviewed	N/A	N/A	8.5%	15%	20%
Percent of parcels visited at least once before the final inspection (all permits are reviewed)		N/A	N/A	75%	75%

**Goal:** To collect all property taxes and other fees owed in order to maximize county revenue.

**Objectives:**

- Maintain or increase annual tax collection percentage by issuing wage garnishments, levies on bank accounts, personal property, and foreclosure of real estate when current year taxes become delinquent.
- Maintain top five ranking for tax collection percentage among 26 counties in the same population group (50,000-99,999) population.

Key Measures	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Tax collection percentage	98.63%	98.65%	98.99%	99%	99%
Tax collection rank in our population group	N/A	3	3	3	3

**Goal:** To provide helpful information and efficient friendly service that is responsive to the needs of residents.

**Objectives:**

- Respond to public requests for information submitted online through seamless docs within 2 business days.

Key Measures	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Percent of public requests for information submitted online through seamless docs responded to within 2 business days	N/A	N/A	95%	95%	95%

## Tax - Assessment & Revaluation

**Major responsibilities:**

1. Conduct a countywide property revaluation every 4 years (except if postponed).
2. List and measure all new construction
3. Appraise new subdivisions and land splits to determine appropriate values
4. Assist citizens with real property valuation questions
5. Process and prepare documentation for appeals to the Board of Equalization and Review and the North Carolina Property Tax Commission.

<b>Budget Summary:</b>	<b>A</b> 2016 Actual	<b>B</b> 2017 Actual	<b>C</b> 2018 Amended	<b>D</b> 2018 Estimated	<b>E</b> 2019 Total Req.	<b>F</b> 2019 Total Rec.	<b>G</b> 2019 Appr. Cont.	<b>H</b> 2019 Appr. Exp.	<b>I</b> 2019 Total Appr.	<b>J</b> Variance	<b>K</b> Total % Inc./Dec.
<b>Expenditures</b>											
Salaries	170,729	212,351	225,681	222,173	304,005	234,434	234,434	0	234,434	8,753	4%
Other Salaries and Benefits	79,719	112,100	104,331	107,481	138,664	109,564	109,564	0	109,564	5,233	5%
Operating	316,704	255,195	52,526	44,103	178,620	174,090	174,090	0	174,090	121,564	231%
Capital Outlay	46,276	0	25,619	23,198	25,600	0	0	0	0	(25,619)	(100%)
<b>Total Expenditures:</b>	<b>613,428</b>	<b>579,646</b>	<b>408,157</b>	<b>396,955</b>	<b>646,889</b>	<b>518,088</b>	<b>518,088</b>	<b>0</b>	<b>518,088</b>	<b>109,931</b>	<b>27%</b>
<b>Net Cost</b>	<b>613,428</b>	<b>579,646</b>	<b>408,157</b>	<b>396,955</b>	<b>646,889</b>	<b>518,088</b>	<b>518,088</b>	<b>0</b>	<b>518,088</b>	<b>109,931</b>	<b>27%</b>
<b>Number of County Employees</b>	<b>5.00</b>	<b>5.00</b>	<b>5.00</b>	<b>5.00</b>	<b>7.00</b>	<b>5.00</b>	<b>5.00</b>	<b>0.00</b>	<b>5.00</b>	<b>0.00</b>	<b>0%</b>

**One-time Expenses:** The FY 2018 budget includes one-time expenses of \$26,394. The FY 2019 budget includes one-time expenses of \$130,000. If one-time expenses are subtracted, the percent difference between the FY 2018 and 2019 budgets is 1.66%.