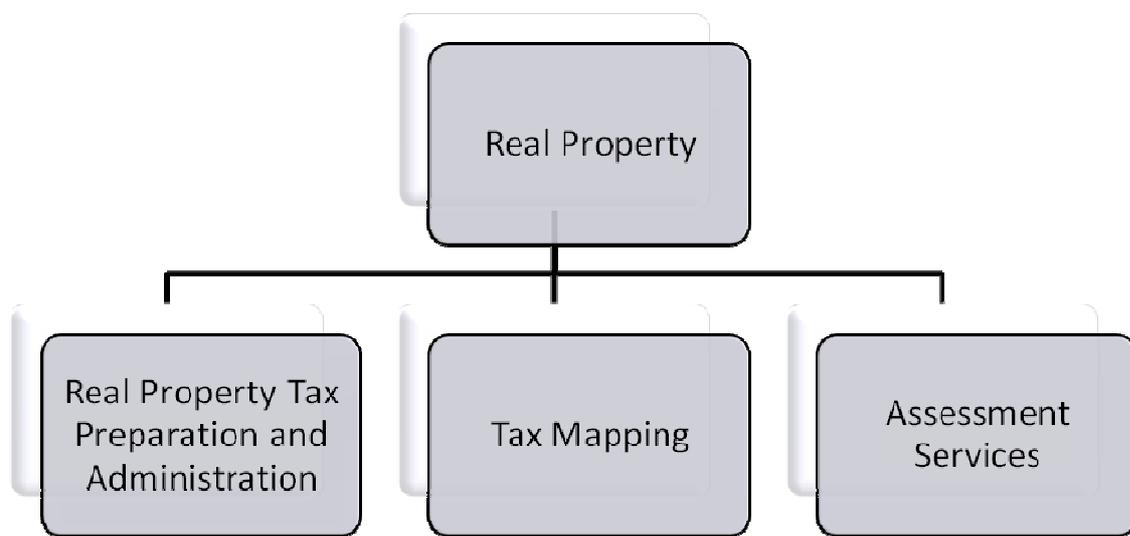


ORLEANS COUNTY REAL PROPERTY TAX SERVICES



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DEPARTMENT DESCRIPTION

The Real Property Tax Department is mandated by New York State Real Property Tax Law and is responsible for preparing many assessment and tax documents. The department provides a multitude of many other services to local governments especially the assessors and the general public.

The Real Property Tax Services Agency also provides information to many departments within, while overseeing the system that provides funding for many of the county's public services.

The Department of Real Property Tax Services has three primary service areas; Real Property Tax Preparation and Administration; Tax Mapping; Assessment Services to towns by inter-municipal agreements.

MISSION STATEMENT

Through dedicated and productive efforts of the department we will provide the highest professional quality of service to the taxpayers in a cost effective manner using state of the art technology. One of our highest priorities is to ensure that the County tax system is maintained in a fair and equitable manner complying with New York State Real Property Tax law and the standards as set by the International Association of Assessing officers.

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REAL PROPERTY TAX PREPARATION AND ADMINISTRATION

In 2010 with support of our IT department we successfully switched the Real Property Services software from 10 standalone PCs to a single county wide file. The County provided access to the Towns through a VPN connection using terminal server. This has proved to be very useful in the administration of taxes as well as supporting the Assessment function. This provides a live up to date system for the Assessors and county and town officials as well.

The direct customers of this department include taxpayers, assessors, municipal budget officers, tax collectors, school district administrators, and village clerks. This department provides projection and analysis of taxable real property values to the legislature and county budget department, along with the apportionment of the county tax levy and calculation of the tax rates.

This department coordinates all tax bill production for Orleans County's ten towns, four villages and five school districts, along with coordination with out of county school districts lying within Monroe, Niagara and Genesee Counties.

All correction of errors in tax and assessment rolls are investigated and recommendations are issued within ten days of receipt of application by the Director. By educating the municipalities on the corrections of errors process we have reduced the number of filings by 65%.

Mandatory education is provided annually to all Towns Board of Assessment Reviews by the Real Property Director. The Director has also been certified to teach several courses assessors can use towards continuing education. This provides education at significant cost savings to the towns eliminating the need for travel.

All transfers and deeds recorded are read for accuracy and the sale is processed on the live RPS system software. This provides up to date ownership information to all ten towns and other county departments. Orleans County averages nearly 1200 real property transfers per year.

All properties are bank coded as required by law by this department to ensure the most up to date routing of tax bill information to the property tax service agency.

This Department provides a multitude of services to the Assessment Community. By maintaining a county wide data base, the Director files all quarterly sales transmittals to Albany in a timely manner. The Director also files on behalf of the municipalities the required Assessors annual reports. Also, the department supports the ten towns during their cyclical reassessment projects, by providing valuation assistance and technical support.

Through a grant received from ORPTS we were able to provide online access to assessment information. This provides a more efficient interaction with the public reducing the need for office visits and phone calls. Averages of 3126.489 parcels are viewed weekly, with an average of 70 users per day.

ORLEANS COUNTY REAL PROPERTY TAX SERVICES

Program and Service Objectives

- Provide assistance to ensure the timely, accurate and efficient production of real property assessment rolls, tax rolls and tax bills. Assist and advise local municipalities and school districts in understanding the real property assessment and tax levy process.

Top Priorities for 2013

- Enhance the information available on the website to provide access to tax information along with assessment information. Link the website with the RPS database exploring the possibility of live data collection.
- Pursue the adoption of the Uniform Assessment Standards.
- Provide additional training and support to the towns during the reassessment project to ensure equity is sustained.

REAL PROPERTY TAX MAPPING

Pursuant to the Rules and Regulations of the New York State Board of Real Property Tax Services part 189, County Real Property Tax departments are mandated to maintain and update tax maps used for assessment purposes for all municipalities.

Orleans County has 304 tax maps that were digitized in 2005 and are maintained in electronic and paper format. All deeds are read in house and drawn on existing tax maps and sent to Genesee County Real Property for plotting. By contracting with Genesee County, we have been able to reduce our costs by approximately \$13,000. There are approximately 200 map changes per year that consist of splits and merges. The Assessors are provided with a PDF version of all tax maps, reducing reliance on paper maps. These maps are also attached to the RPS file annually and can be retrieved from our server when searching a parcel.

Program and Service Objectives

- Provide accurate and timely tax map information as recorded to the assessors and general public.

Top Priorities for 2013

- Work with Genesee County moving toward the conversion to ARCGIS 10.
- Transitioning municipalities toward electronic maps vs. paper copies.

ORLEANS COUNTY REAL PROPERTY TAX SERVICES

Assessment Services to towns by inter-municipal agreements.

County Coordinated Assessing is provided to the Towns of Albion and Gaines since 2006. This option provides functional consolidation of assessing tasks at the county level without eliminating municipal assessing units. Coordinated Assessing requires the agreement of the municipalities and the county. Under the terms of the agreement, the involved municipalities coordinate their assessing functions and contract with the county for all assessment services. This has saved a substantial amount of money to all parties involved, while maintaining equity among the taxpayers.

Program and Service Objectives

- Provide the highest quality of service to the municipalities and taxpayers while uniformly applying valuation methodologies and procedures.

Top Priorities for 2013

- Completion of reassessment project for 3822 parcels
- Complete photographing of remaining parcels.