



Blaine County Assessor's Office
Fiscal Year 2022
Outcome-Based Budget

Assessor and Revaluation Budget
Contact Person: Jim Williams
Team Members: Jim Williams and Melissa Fry
Presentation Date: June 16, 2021

Office/Department Profile

The Blaine County Assessor's Office provides the following statutory services:

- Assessment and valuation of all taxable property in the county
- Collection, documentation, and maintenance of the characteristics and descriptions of every parcel and structure in the county
- Tracking of property ownership changes
- Mapping of property boundaries for each parcel in the county and the platting of newly created lots and subdivisions
- Management and application of various exemptions and tax relief programs, including the Homeowner's Exemption and the Circuit Breaker Program
- Providing the service of the Department of Motor Vehicles (DMV)

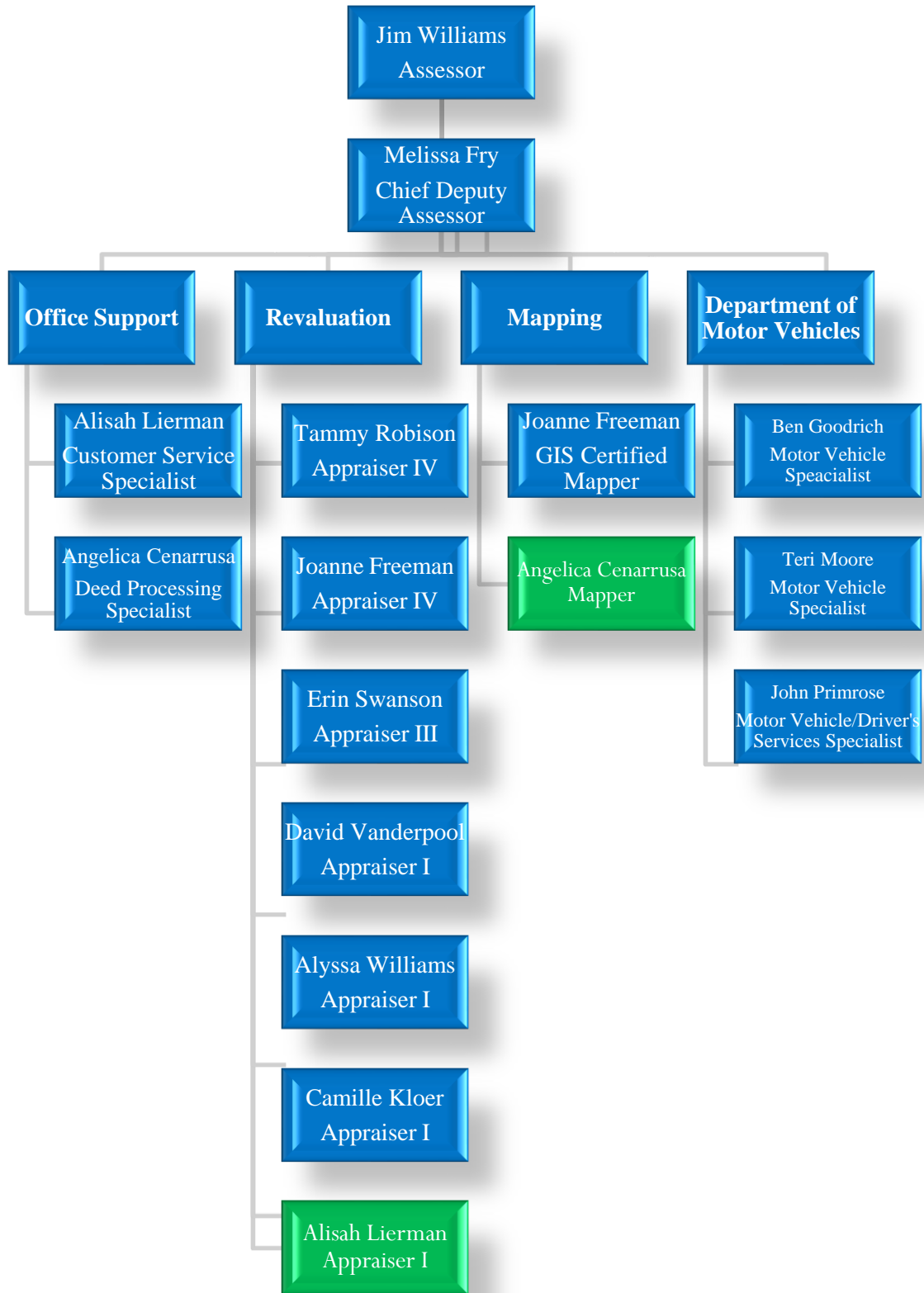
Mission

The mission of the Assessor's Office is to change the perception of local government one person at a time by providing professional and courteous service through fair assessment, equitable valuation, accurate information, and consistent motor vehicle transactions to each person and agency.

Proposed Outcomes

1. Continue to deliver accurate assessments to Blaine County property owners
2. Process information requests and map property changes efficiently for the public
3. Maintain high-quality service to DMV customers
4. Maintain a sustainable and resilient Assessor's Office

Organizational Structure
 (Green indicates transitions from last fiscal year)



Review of 2021 Proposed Outcomes

1. Prepare and deliver accurate assessments to Blaine County property owners

- Goal 1 Appraisers learn and apply appraisal methods to their daily work

Our appraisal team has grown in knowledge and experience, with each appraiser exceeding department expectations and the goals they have set for themselves. They have all taken challenging courses, accepted complicated assignments, and expanded their areas of knowledge. The result has been better assessments with an improved understanding of their assigned areas. This growth allows them to competently and confidently explain property values to residents of Blaine County.

- Goal 2 Experienced appraisers continue mentoring the newer appraisers

The ongoing achievement of this goal is the drive behind the success of our appraisal department. The senior appraisers are committed to sharing their knowledge and experience with others, raising the whole team's level. The entire process has created a valuable work environment. There are discussions of appraisal problems, sharing of past successes, and warnings of potential pitfalls. Everyone works together to make each other better.

- Goal 3 The assessor reviews best appraisal practices and develops office processes to help appraisers achieve the outcome

The procedures we currently use have been developed to align with professional mass appraisal standards. We have fine-tuned internal office policy to help push toward our sustainability goals. There are weekly meetings with the appraisers to communicate work completion levels, address concerns, and listen to ideas they have to improve the finished product.

2. Process information requests and map property changes efficiently for the public

- Goal 1 Office support team become certified mappers

This goal shifted slightly. We decided to only certify one of the office support team as a mapper. The work continues to be up to date. New plats and subdivisions are broken out promptly. The skill and knowledge level continues to increase.

- Goal 2 Continue the mapping training program that is in place

Our senior mapper actively works with the newer mapper as she learns all of the various intricacies of mapping. More and more, the senior mapper is used as a resource when problems arise rather than a constant supervisor. The level of training has been outstanding, and the new mapper is a quick learner.

3. **Provide high-quality service to DMV customers**

- Goal 1 Improve the DMV experience for each customer

This goal has been met but can continually improve. The level of service has grown so far beyond what we thought was possible. Customers are responding positively to the changes we instituted, and complaints have dropped tremendously. We expect to see continued success as we continue to build on the current service levels.

- Goal 2 Develop a DMV survey to study what the public wants by November 2020

This goal was accomplished on schedule. Each customer receives a survey link by email after their appointment. We receive valuable suggestions on improving, ensure that high levels of customer service are maintained, and discover what the public thinks about the way we do things. The results of this survey are included at the end of this report.

- Goal 3 Fine-tune the appointment system to maximize customer experience and allow for side work

We have the appointment system on point. We are now serving the same number of customers each week before the system was in place. We have included time for the clerks to complete mail transactions and return phone messages. The efficiency of this system is off the charts. The public appreciates the new business model as well.

4. **Create a sustainable and resilient Assessor's Office**

- Goal 1 Assist employees in finding the right work/home balance and form a family-friendly workplace

We continue to care for our employees and their happiness. If we take care of them, they will take care of us. In this current market, good employees are hard to find and easy to lose. Our commitment to helping employees maintain a healthy work/life balance and keeping our office family-friendly adds to the position's attractiveness. We do need to add wage increases this year. However, these increases need to be from the top down and be fair and equal across the board.

- Goal 2 Increase community outreach

This goal wasn't met this year. Our community outreach stayed at the same level, but it didn't increase. So more effort needs to be put forth in the coming year.

- Goal 3 Change office processes to use fewer materials and cut waste

We have made some steps in the right direction. Our appraisal team redesigned the way they store data to more of a digital format instead of paper. Instead of duplicating the digital copy with a printed document, we now only maintain the digital copy. We

switched from disposable to reusable dishes in our breakroom. Recycling continues to be an active project in our office.

We look forward to working with the Blaine County Sustainability manager to manage this and our other sustainability goals further.

- Goal 4 Grow office resiliency

Our office is resilient. We have taken the blows from COVID, turned them into positives, and discovered and implemented better ways to do things. This office is strong. We have an overwhelming sense of togetherness. We make mistakes, and we grow. We share in successes and take responsibility for failures. We are a team to the end.

2021 Outcome 1

Continue to deliver accurate assessments to Blaine County property owners

The primary statutory duty of the Assessor's Office is to assess and value all of the taxable property in the county. These values are the foundation for the property tax system. The goal is to assess property fairly and equitably in the most efficient manner possible.

Blaine County has 20,105 taxable properties. State statute mandates that each parcel will be physically inspected every five years. These inspections are performed by the Revaluation Department and consist of the following:

- Visiting the property
- Noting the physical characteristics of the land
- Knocking on the door and verifying interior information with the property owner
- Checking the measurements of each structure
- Recording all miscellaneous improvements (decks, sheds, porches)
- Entering the data into the mass appraisal system

Our team of certified appraisers takes pride in accomplishing these tasks and exceeding state requirements. Our goal this year is to alter our office structure to meet new legislation requirements and set ourselves up for future success. Fortunately, we have already begun the process and are set up to make a seamless transaction.

One of the most significant transitions will be with personal property. The Idaho Legislature passed a bill that exempts the first \$250,000 of value for businesses. This will essentially wipe out personal property in Blaine County, with only the larger corporations continuing to be taxed.

Another challenge is the addition of parcels each year to our count from new development. The new residential lots are raising the number of new construction building permits issued substantially. There has also been an increase in remodel permits. Soon, these added numbers will overwhelm our current team of six appraisers.

Fortunately, we saw these changes coming and have planned for them. We had our Personal Property Appraiser become certified as an Appraiser I. As her job with personal property comes to a close, she has been transitioning into a role with real property. As workloads increase, we will continue reorganizing the Assessor's Office to exceed statutory requirements without adding a new full-time employee in the 2022 fiscal year.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively

- ✓ Considers fully the costs and benefits of each expense or cut
- ✓ Is prepared for unforeseen events not otherwise reflected in budget planning with sufficient contingency reserves
- ✓ Utilizes a stable, transparent and repeatable budget process

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social, and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Exhibits good morale
- ✓ Promotes a collaborative, team approach to issues and problem solving
- ✓ Provides a desirable, responsive work environment
- ✓ Optimizes employee training and improvement opportunities
- ✓ Strives for consistency
- ✓ Strives to exceed expectations

Results Teams

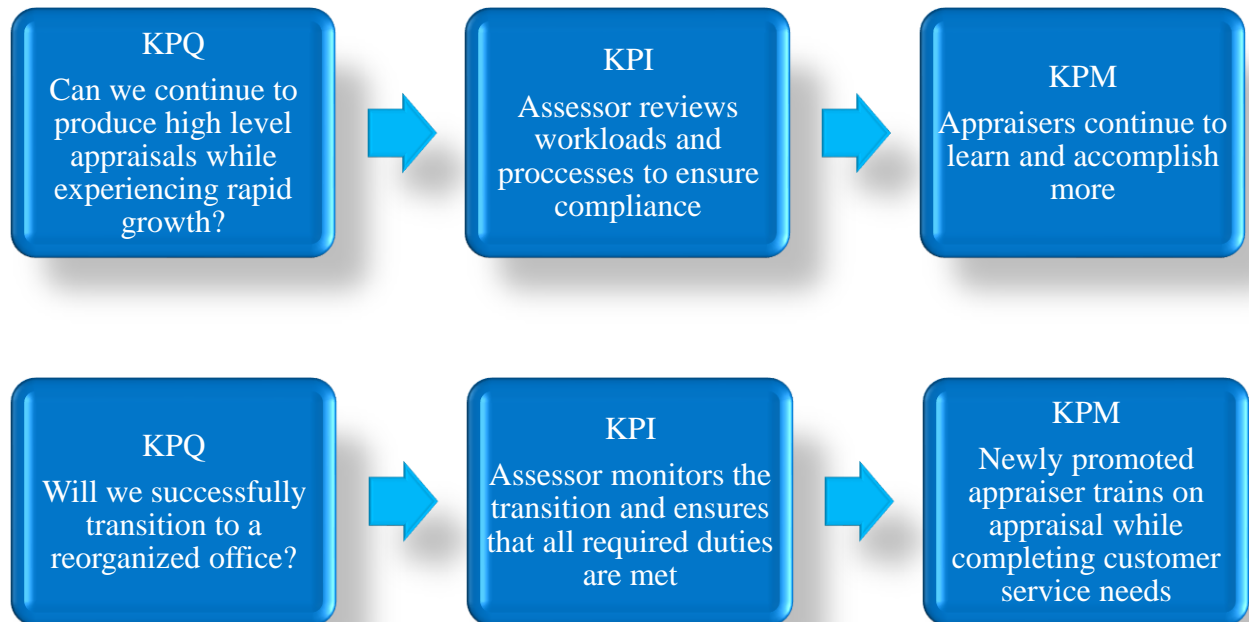
Partnerships

- Idaho State Tax Commission
- Computer Arts

Teams

- Assessor
- Revaluation Department
- Office Support Team

Performance Measurement



Goals and Performance Measures

Goal 1 Transition to a reorganized Assessor's Office

- Activity Measure – Positions are redefined to meet current legislation
- Output Measure – Work is rebalanced and complete

Goal 2 Experienced appraisers continue mentoring the newer appraisers

- Activity Measure – Senior appraisers help develop the appraisal skills of new appraisers
- Output Measure – Continued growth of new appraisers fostered by their mentors.

Goal 3 The assessor manages people and workloads for high efficiency

- Activity Measure – The assessor places people in needed positions
- Output Measure – The overall quality and quantity of work increases

2021 Outcome 2

Process information requests and map property changes efficiently for the public

Another essential statutory duty of the Assessor's Office is to map the boundaries of each parcel in the county. The Mapping Department is also responsible for processing the many information requests that our office receives. Providing maps and information to property owners and local and state agencies is a valuable service this office provides. This department consists of one Mapper/Appraiser and a Mapper/Deed Processor.

We've had success with our Mapping Department. Our current deed processor has taken over the majority of the mapping work. This has let our Appraiser/Mapper have more time to focus on appraisal work. We look forward to continuing the success this department has seen by maintaining the course.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively
- ✓ Considers fully the costs and benefits of each expense or cut
- ✓ Promulgates appropriate inter-governmental cooperative action

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social, and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Optimizes public accessibility to county services and information
- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Provides leadership reflecting the goals and values of the entire Blaine County community
- ✓ Is unified in its sense of purpose
- ✓ Exhibits good morale
- ✓ Engages in excellent intra- and inter-departmental communication
- ✓ Provides a desirable, responsive work environment
- ✓ Strives for consistency
- ✓ Strives to exceed expectations

Results Teams

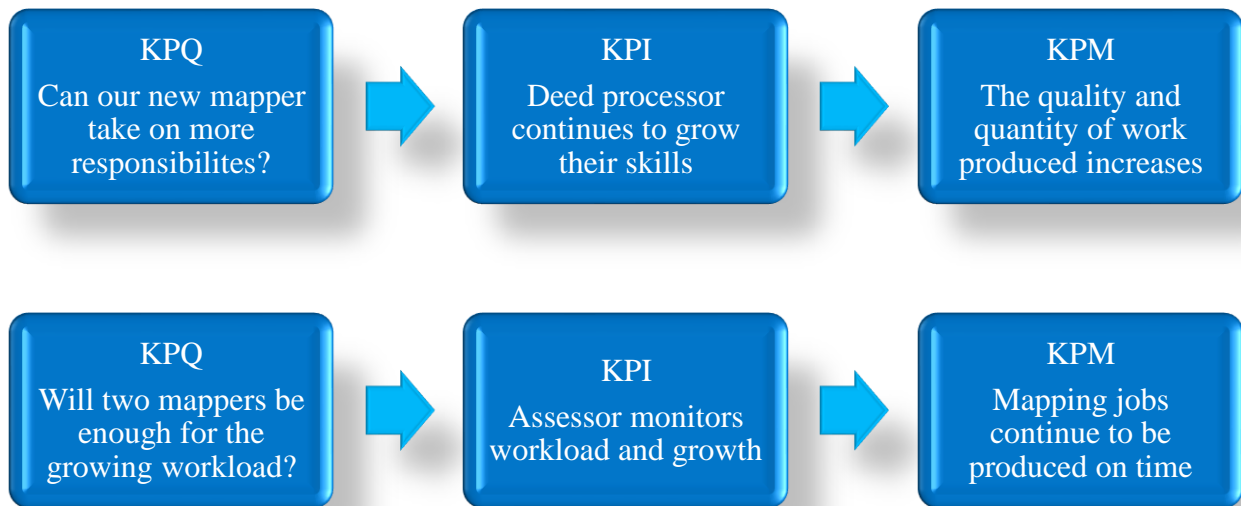
Partnerships

- Idaho State Tax Commission
- State and local government agencies
- Property Owners

Teams

- Assessor
- Mapping Department

Performance Measurement



Goals and Performance Measures

Goal 1 New mapper takes on more responsibility and duties

- Activity Measure – Projects are completed accurately and on time

- Output Measure – The new mapper keeps up with county growth

Goal 2 Continue the mapping training program that is in place

- Activity Measure – The mapper/appraiser continues to develop the skills of the new mapper
- Output Measure – The new mapper can accomplish all mapping and information tasks

2021 Outcome 3

Provide high-quality service to DMV customers

DMV operations are a vital service to the community that the Assessor's Office is statutorily required to provide. This service includes the registration and titling of all vehicles, motorcycles, RVs, and trailers.

In the DMV, we continue to see the benefits of the appointment system. Before the system was in place, customers would come in, take a number, and wait until someone served them. This process could take hours. Other days, our people would sit waiting for people to come in the door. The appointments keep our team busy at a steady pace. We still serve the same numbers of customers; it is simply done more efficiently.

The previous Assessor had combined services with the Sheriff's Office so that all clerks could do both DMV and Driver's Licence transactions. However, this proved inefficient as there was no way to tell what transactions were being performed by each office. Therefore, my office has again separated the duties for the most part. We currently have one DMV representative who assists in Driver's Licence one morning a week and fills in for vacation and sick leave. We plan to keep this current model in place as long as this employee remains employed by Blaine County. Our DMV clerks process 28,000 transactions each year while the Driver's Licence side processes 7,000 transactions.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively
- ✓ Considers fully the costs and benefits of each expense or cut
- ✓ Plans and prepares for capital improvements and repairs to maintain and protect county facilities for the future

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social, and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Optimizes public accessibility to county services and information
- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Provides leadership reflecting the goals and values of the entire Blaine County community
- ✓ Exhibits good morale
- ✓ Provides a desirable, responsive work environment
- ✓ Optimizes employee training and improvement opportunities
- ✓ Strives for consistency
- ✓ Sets clear employee performance and evaluation standards and upholds them
- ✓ Strives to exceed expectations
- ✓ Is equipped, trained, and very well prepared to protect public safety and health

Results Teams

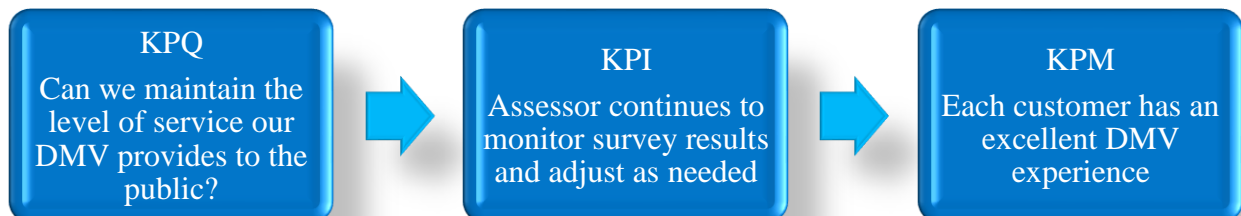
Partnerships

- Idaho Department of Transportation
- Blaine County Sheriff's Office

Teams

- Assessor
- Department of Motor Vehicles

Performance Measurement





Goals and Performance Measures

Goal 1 Monitor the appointment system to maximize the numbers of customers

- Activity Measure – Daily checks of current availability with adjustments as needed
- Output Measure – Uphold availability of no more than two days to make an appointment

Goal 2 Work with employees, so they see the effects of their choice in words, tone, and attitude

- Activity Measure – Customer service training for all employees
- Output Measure – Positive results in the returned survey

Goal 3 Continue cross-training project, so we have more people to fill in as needed

- Activity Measure – Appraisal team continues to learn the various transactions
- Output Measure – All cross-trained workers can fully service the public.

2021 Outcome 4

Continue to build a sustainable and resilient Assessor's Office

A widely accepted definition for sustainability is making sure that the actions we take today will provide us with the kind of life we want for tomorrow. There are three main pillars of sustainability:

- Social
- Economic
- Environmental

In the Assessor's Office, social sustainability is achieved by being involved in the community and treating our employees fairly. Economic sustainability can be realized in our office by wisely using the financial resources we have and maximizing our revenue. To accomplish environmental sustainability, we will need to review internal processes to protect natural resources, eliminate waste, and use the minimum amount of materials.

Resiliency is the ability to recover quickly from setbacks. The elements we found to be most beneficial to increase our office's resiliency are:

- Create a positive and confident atmosphere
- Accept responsibility for everything that happens
- Embrace the need to change and adapt to current conditions continuously
- Learn from mistakes
- Prioritize the well-being of our office

We have spent considerable time examining and contemplating the concepts of sustainability and resilience. There are fundamental principles for both that we implemented and will continue into this next fiscal year. These values have been applied to our desired outcomes and drive the daily processes in our office. As a team, we have created awareness and changed the focus to include sustainability and resilience in all we do.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively
- ✓ Considers fully the costs and benefits of each expense or cut
- ✓ Is prepared for unforeseen events not otherwise reflected in budget planning with sufficient contingency reserves
- ✓ Promulgates appropriate inter-governmental cooperative action
- ✓ Employs accounting best practices

- ✓ Takes the time to assess risk and incorporates risk management appropriately into its decision making

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social, and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Optimizes public accessibility to county services and information
- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Provides leadership reflecting the goals and values of the entire Blaine County community
- ✓ Exhibits good morale
- ✓ Promotes a collaborative, team approach to issues and problem solving
- ✓ Maintains a strong ethical foundation
- ✓ Engages in excellent intra- and inter-departmental communication
- ✓ Provides a desirable, responsive work environment
- ✓ Optimizes employee training and improvement opportunities
- ✓ Strives for consistency
- ✓ Sets clear employee performance and evaluation standards and upholds them
- ✓ Strives to exceed expectations

Results Teams

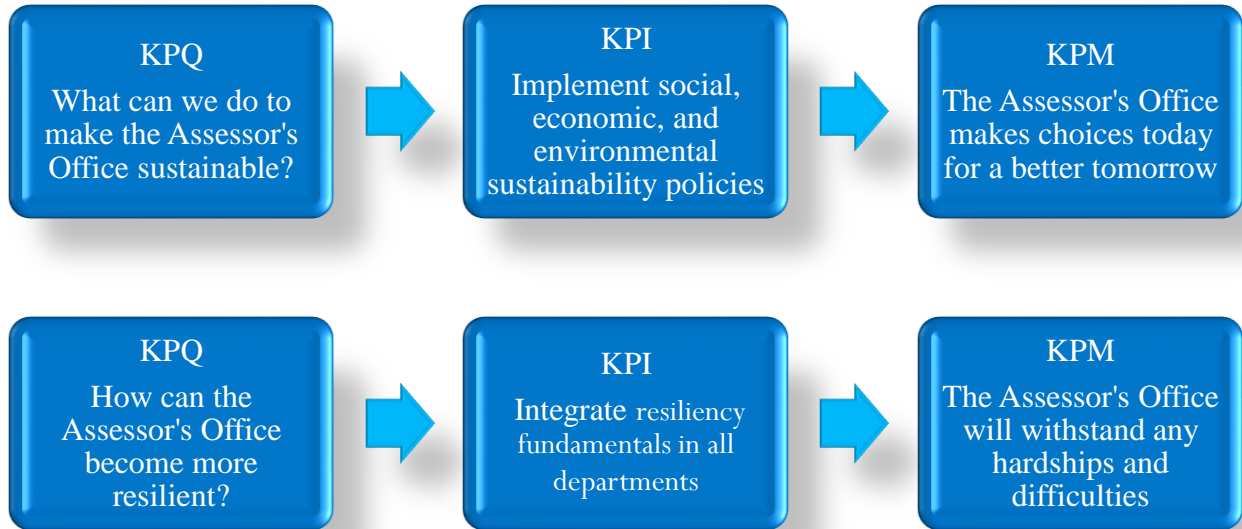
Partnerships

- Blaine County Commissioners
- Blaine County Sustainability Manager

Teams

- Assessor
- Office Support Team
- Revaluation Team
- Mapping Team
- DMV Team

Performance Measurement



Goals and Performance Measures

Goal 1 Assist employees in finding the right work/home balance and form a family-friendly workplace

- Activity Measure – Assessor looks for ways to be flexible with scheduling and provide time for employees to manage home and work issues
- Output Measure – Employees are happy and productive

Goal 2 Increase community outreach

- Activity Measure – Assessor finds new ways to inform the community of our services and new programs or processes
- Output Measure – The community views our office as a good neighbor

Goal 3 Change office processes to use fewer materials and cut waste

- Activity Measure – Assessor reviews office procedures and implements plans to cut back our material use and waste

- Output Measure – The office prints less, reuses supplies, and steps up the recycling program

Goal 4 Grow office resiliency

- Activity Measure – Assessor begins sharing resiliency fundamentals with team members and integrating them in office processes
- Output Measure – Employees begin to apply the essential resiliency values into daily procedures, and the office is equipped to handle adversity

Revenue

		Assessor			
Revenue		2019	2020	2021 (Projected)	2021 (Projected)
Admin Fees		\$ 116,879	\$ 222,637	\$ 232,000	\$ 240,000
Assessor Photo Copies		\$ 837	\$ 1,020	\$ 1,266	\$ 900
Duplicate Sticker Fee		\$ 2,433	\$ 2,175	\$ 478	\$ 2,000
Motor Vehicle Inquiry Fee		\$ 152	\$ 44	\$ 14	\$ 50
Vehicle Reminder Mailing		\$ 749	\$ 177	\$ 4,766	\$ 2,000
Vehicle Inspection Fee		\$ -	\$ -	\$ 7,613	\$ 7,000
30 Day Temp		\$ 1,870	\$ 145	\$ 7	\$ 200
Vehicle Transfer Fee		\$ 8,735	\$ 7,875	\$ 9,578	\$ 8,000
Trailer House License Fee		\$ 2,582	\$ 2,620	\$ 3,034	\$ 2,500
Recreational Vehicle Fee		\$ 3,446	\$ 3,480	\$ 4,125	\$ 3,500
Sakes Tax		\$ 4,256	\$ 3,963	\$ 3,410	\$ 3,800
Boat and Snowmobile Fee		\$ 2,729	\$ 1,917	\$ -	\$ -
Office Fees		\$ 320	\$ 200	\$ 240	\$ 200
Title Investigator Fees		\$ 14,544	\$ 13,233	\$ 16,334	\$ 13,500
Title Penalty Fees		\$ 8,440	\$ 5,760	\$ 5,120	\$ 7,000
Release of Lien		\$ 1,232	\$ 1,099	\$ 903	\$ 1,000
	Total Revenue	\$ 169,204	\$ 266,345	\$ 288,888	\$ 291,650

Requested Resources and Associated Costs

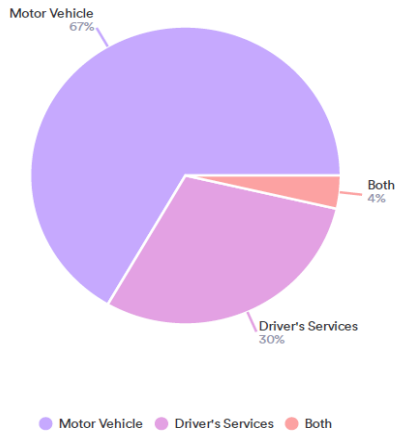
The Assessor's Office is requesting two new vehicles and a new printer.

Assessor					
A - Salaries	2020	2021	2022	Change	% Change
Chief Deputy Assessor	\$ 74,243	\$ 78,360	\$ 82,278	\$ 3,918	5%
Department of Motor Vehicles	\$ 123,722	\$ 127,633	\$ 139,199	\$ 11,566	9%
Overtime	\$ 6,100	\$ 5,000	\$ 5,000	\$ -	0%
A - Salaries Total	\$ 204,065	\$ 210,993	\$ 226,477	\$ 15,484	7%
D - Benefits	2020	2021	2022	Change	% Change
Retirement	\$ 36,750	\$ 36,179	\$ 36,768	\$ 589	2%
FICA	\$ 23,486	\$ 23,180	\$ 23,558	\$ 378	2%
Life Insurance	\$ 368	\$ 368	\$ 368	\$ -	0%
Medical Insurance	\$ 67,351	\$ 73,324	\$ 73,324	\$ -	0%
Dental Insurance	\$ 2,360	\$ 2,180	\$ 2,180	\$ -	0%
State Unemployment	\$ 2,010	\$ 1,970	\$ 2,002	\$ 32	2%
Worker's Compensation Insurance	\$ 850	\$ 667	\$ 677	\$ 10	1%
D - Benefits Total	\$ 133,175	\$ 137,867	\$ 138,877	\$ 1,009	1%
B - Expenses	2020	2021	2022	Change	% Change
Travel - Other	\$ 250	\$ 250	\$ 500	\$ 250	100%
Per Diem	\$ 500	\$ 250	\$ 500	\$ 250	50%
Supplies - Office	\$ 6,500	\$ 6,000	\$ 9,000	\$ 3,000	46%
Office Equipment	\$ 5,200	\$ 3,000	\$ 9,000	\$ 6,000	115%
Maintenance Agreement & Equip	\$ 3,500	\$ 3,500	\$ 5,000	\$ 1,500	43%
Repairs DMV/Assessor	\$ 1,000	\$ 1,000	\$ 1,000	\$ -	0%
Postage- Assessor/Motor Vehicle	\$ 20,000	\$ 20,000	\$ 20,000	\$ -	0%
Conventions	\$ 1,000	\$ 800	\$ 1,000	\$ 200	20%
Education- Other	\$ 500	\$ 500	\$ 500	\$ -	0%
GIS	\$ 700	\$ 700	\$ 700	\$ -	0%
B - Expenses Total	\$ 39,150	\$ 36,000	\$ 47,200	\$ 11,200	31%
Assessor Total	\$ 376,390	\$ 384,860	\$ 412,554	\$ 27,693	7%

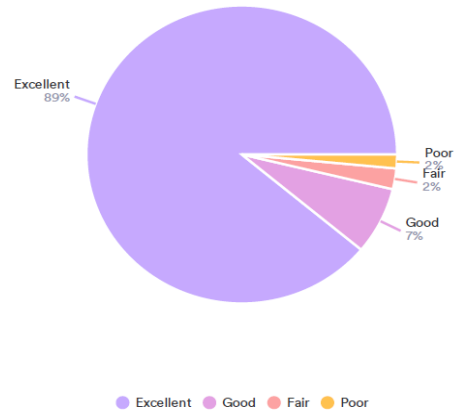
Reval						
A - Salaries	2020	2021	2022	Change	% Change	
Appraisers	\$ 357,607	\$ 367,458	\$ 400,020	\$ 32,562	9%	
Termination	\$ 4,000	\$ 4,000	\$ 4,000	\$ -	0%	
Overtime	\$ 7,000	\$ 5,000	\$ 5,000	\$ -	0%	
A - Salaries Total	\$ 368,607	\$ 376,458	\$ 409,020	\$ 32,562	9%	
D - Benefits	2020	2021	2022	Change	% Change	
Retirement	\$ 42,974	\$ 46,553	\$ 50,150	\$ 3,597	8%	
FICA	\$ 28,930	\$ 29,827	\$ 32,132	\$ 2,305	8%	
Life Insurance	\$ 618	\$ 588	\$ 588	\$ -	0%	
Medical Insurance	\$ 104,864	\$ 104,984	\$ 104,984	\$ -	0%	
Dental Insurance	\$ 3,776	\$ 3,489	\$ 3,489	\$ -	0%	
State Unemployment	\$ 2,280	\$ 2,534	\$ 2,730	\$ 196	8%	
Worker's Compensation Insurance	\$ 4,898	\$ 4,780	\$ 5,144	\$ 363	8%	
D - Benefits Total	\$ 188,340	\$ 192,756	\$ 199,217	\$ 6,461	3%	
B- Expenses	2020	2021	2022	Change	% Change	
Travel- Other	\$ 6,000	\$ 8,000	\$ 9,600	\$ 1,600	27%	
Per Diem	\$ 3,500	\$ 4,000	\$ 5,000	\$ 1,000	29%	
Supplies- Office	\$ 12,200	\$ 8,000	\$ 12,000	\$ 4,000	33%	
Vehicle- Gas Expense	\$ 2,000	\$ 1,500	\$ 1,500	\$ -	0%	
Repairs/Software Maintenance	\$ 8,600	\$ 8,600	\$ 9,500	\$ 900	10%	
Repairs/Maintenance- Vehicles	\$ 3,000	\$ 2,000	\$ 2,000	\$ -	0%	
Dues/Memberships	\$ 750	\$ 750	\$ 800	\$ 50	7%	
Education- Other	\$ 5,225	\$ 5,225	\$ 6,000	\$ 775	15%	
B - Expenses Total	\$ 41,275	\$ 38,075	\$ 46,400	\$ 8,325	20%	
C- Capital Outlay	2020	2021	2022	Change	% Change	
Vehicles	\$ 30,000	\$ -	\$ 70,000	\$ 70,000	233%	
C - Capital Outlay	\$ 30,000	\$ -	\$ 70,000	\$ 70,000	233%	
Reval Total	2020	2021	2022	Change	% Change	
	\$ 628,222	\$ 607,289	\$ 724,637	\$ 117,348	19%	

Blaine County DMV Survey

What was the reason for your visit?

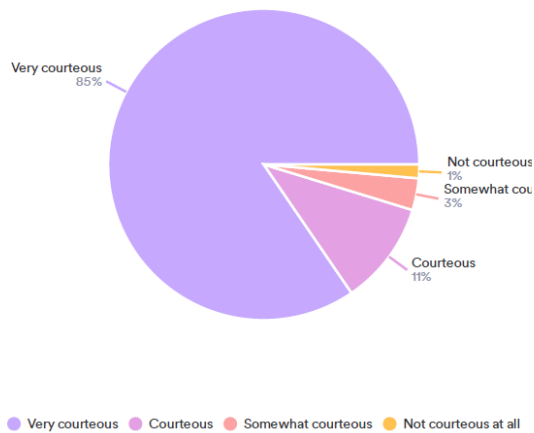


How would you rate the overall service you received?

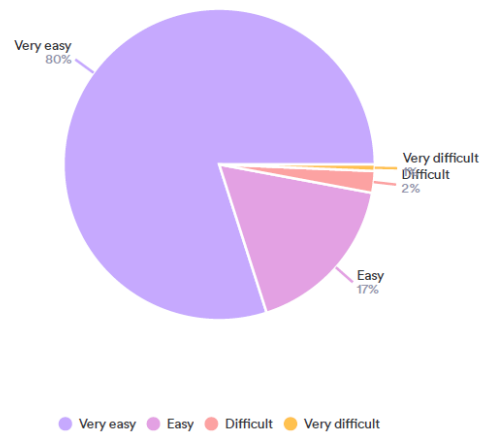


Blaine County DMV Survey

How would you rate the courtesy of your DMV representative?

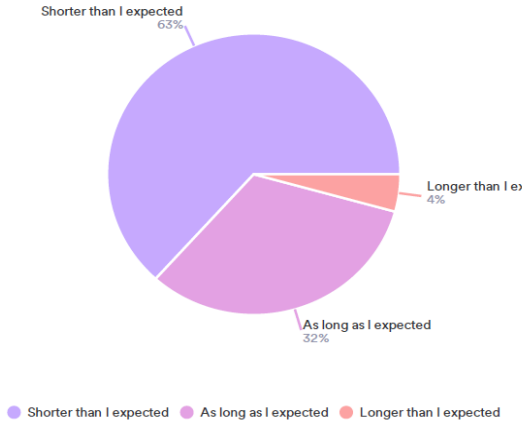


How user-friendly was the appointment system?

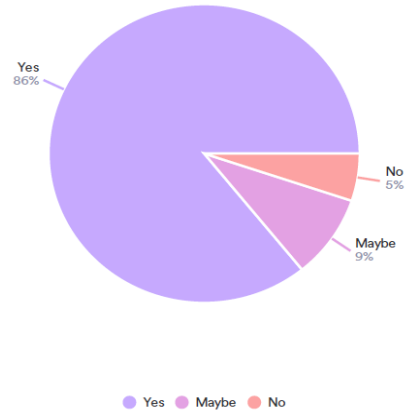


Blaine County DMV Survey

How would you describe the amount of time you spent in the DMV?

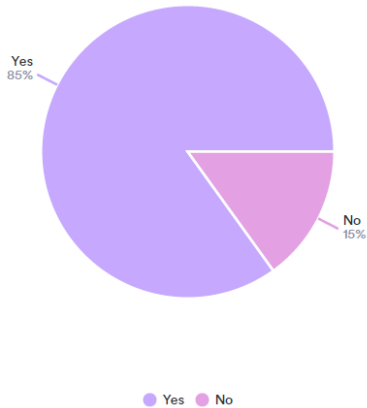


Do you feel that having an appointment saved you time?



Blaine County DMV Survey

Would you like to see the appointment system continue after COVID?



How do you prefer to complete your DMV transactions?

