




**Public Services & Revenue  
Division  
Response to COVID-19**

**PS&R Department Directors  
May 5, 2020**

## Assessing Services Delivery Priorities:

- Provide Open Book process for review of 2020 Value Notices
  - Conduct the Special County Board of Appeal and Equalization meeting
  - Transition to required reassessment of property for the 2021 assessment.
- 
- A 3D rendering of a small, white house with a red roof and green shutters. A magnifying glass is positioned over the house, with its lens centered on the front of the building. The house and the magnifying glass are reflected on a white surface below them.
- Provide prompt responses to residents making inquiries by phone, mail and email
  - Process appeals, abatements, homestead applications, and other workflows

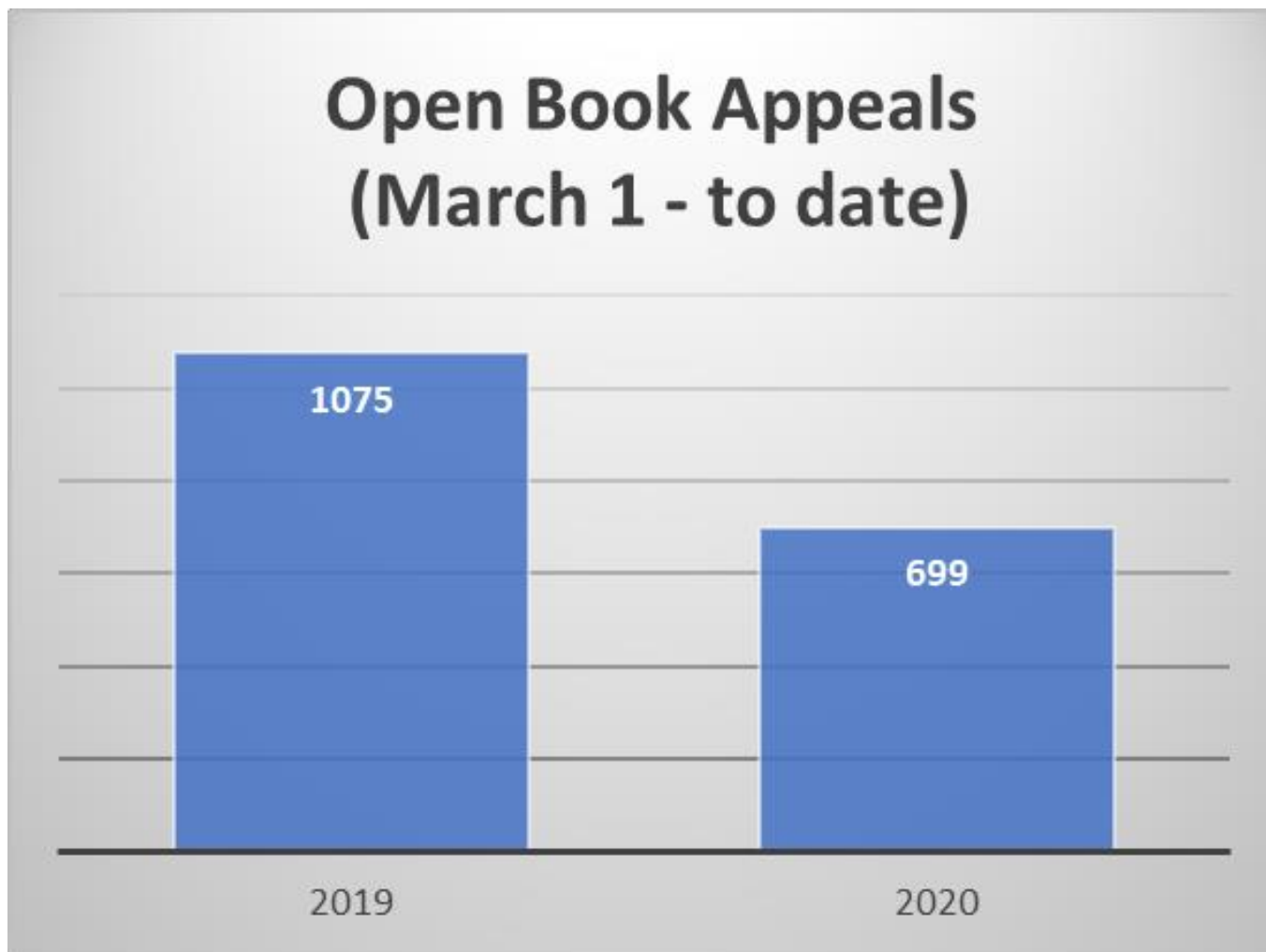
## Service Delivery Modifications as a result of COVID-19:

- 90% of staff working remotely, appraisal staff well prepared
- Open Book in person meetings cancelled, customers encouraged to call Assessing Services at 651-438-4200 or email [Assessing.Services@co.Dakota.mn.us](mailto:Assessing.Services@co.Dakota.mn.us)
- Property inspection process modified, no onsite interior inspections at this time
- Vermillion Township held their Local Board of Appeal and Equalization meeting, 1 attendee by letter
- The Special County Board of Appeal and Equalization is scheduled for June 1<sup>st</sup>. Planning for virtual meeting in the event an in person is not possible

## Property Tax Petitions – during COVID-19

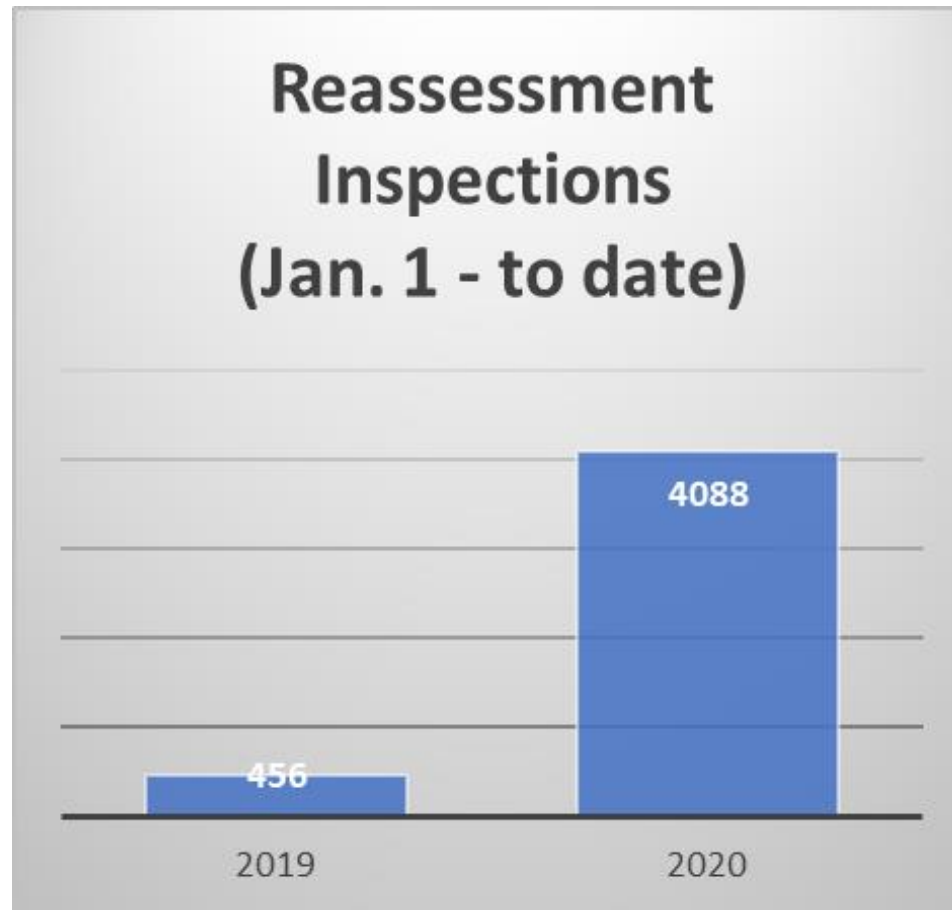
- Property Tax Petition filing deadline for tax payable 2020 extended from April 30<sup>th</sup> to May 30<sup>th</sup> 2020.
- Alternative service method for property tax petitions allowing service by email. New email account set up and monitored by County Attorney [TaxPetitions@co.Dakota.mn.us](mailto:TaxPetitions@co.Dakota.mn.us)

## 2020 Open Book Appeals – during COVID-19



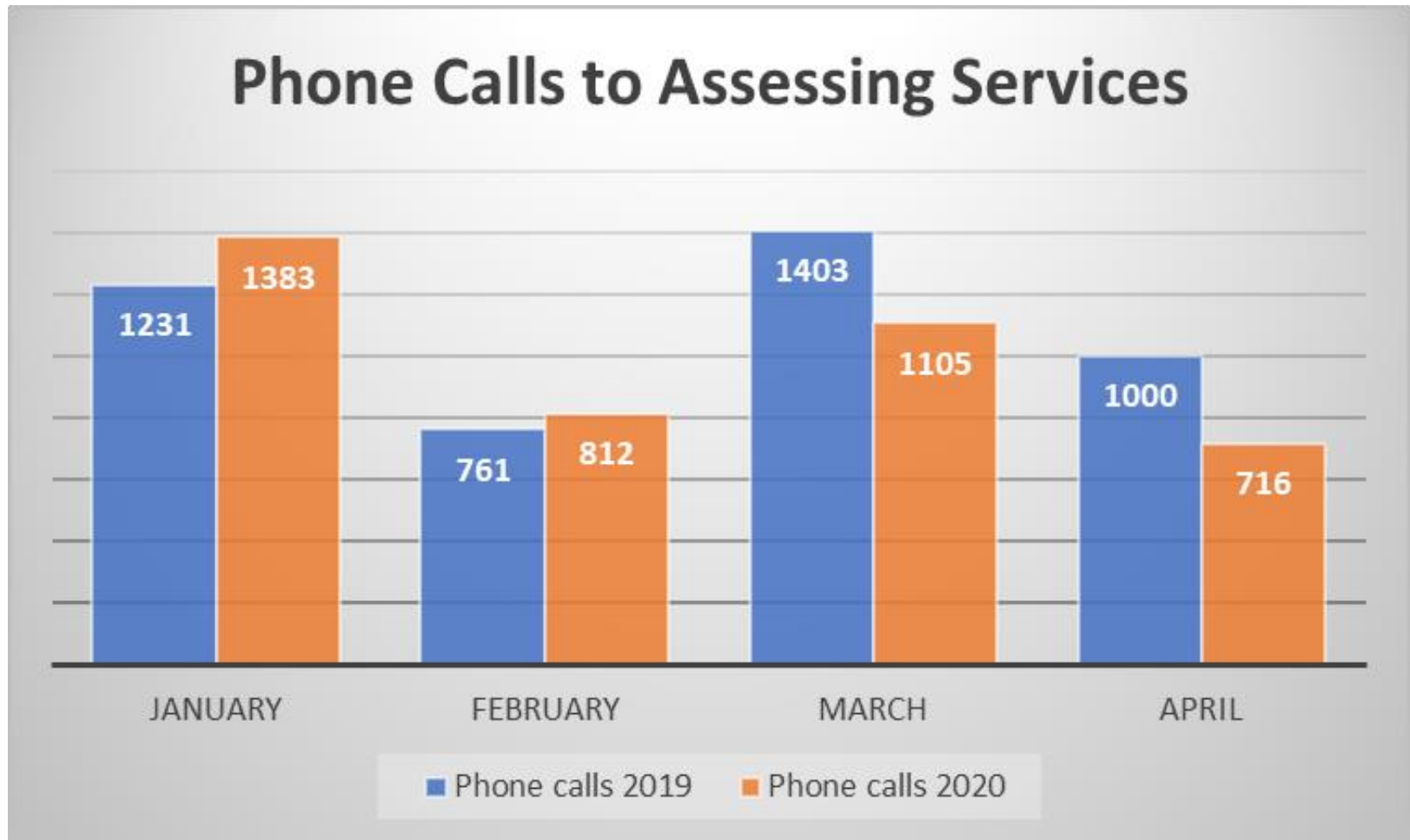
## 2021 Reassessment – during COVID-19

- Reassessment progress Jan. 1 - to date



## Call Volumes

- Call volumes from 2019 and 2020 (Jan. 1 – to date)





## PT&R Service Priorities:

- Provide timely collection of property tax payments and timely distribution of funds to local taxing districts
- Ensure document recording requirements under Minn. Stat. § 357.182 are met
  - Ensure public access to all recorded documents
  - Prioritize document conversion project
  - Maintain service levels for the Hastings campus mailroom
  - Provide prompt responses to residents making inquires by phone and email





## **Service Delivery Modifications as a result of COVID-19:**

- 70% of staff working remotely:
  - Electronic property tax collections
  - Electronic document recording
  - Response to public inquires by phone and email
- Drop boxes installed at service locations for property tax payments and recordable documents

## Property Taxes – Amid COVID-19

- Electronic payments (escrows, ACH, Direct Pay and online credit card/E-check) are processed daily by staff working remotely
- Mailed and Drop Box payments are processed onsite, utilizing all onsite staff during peak collections in May
- We anticipate payments between May 16 and July 15 as a result of the penalty waiver
- Staff will prioritize early and additional tax distributions to local taxing districts

Tax Collections Through May 1 (in Millions)	
2019	\$187.70
2020	\$193.30
% Difference*	2.98%
*Total Levies Increased 5.9% over 2019	

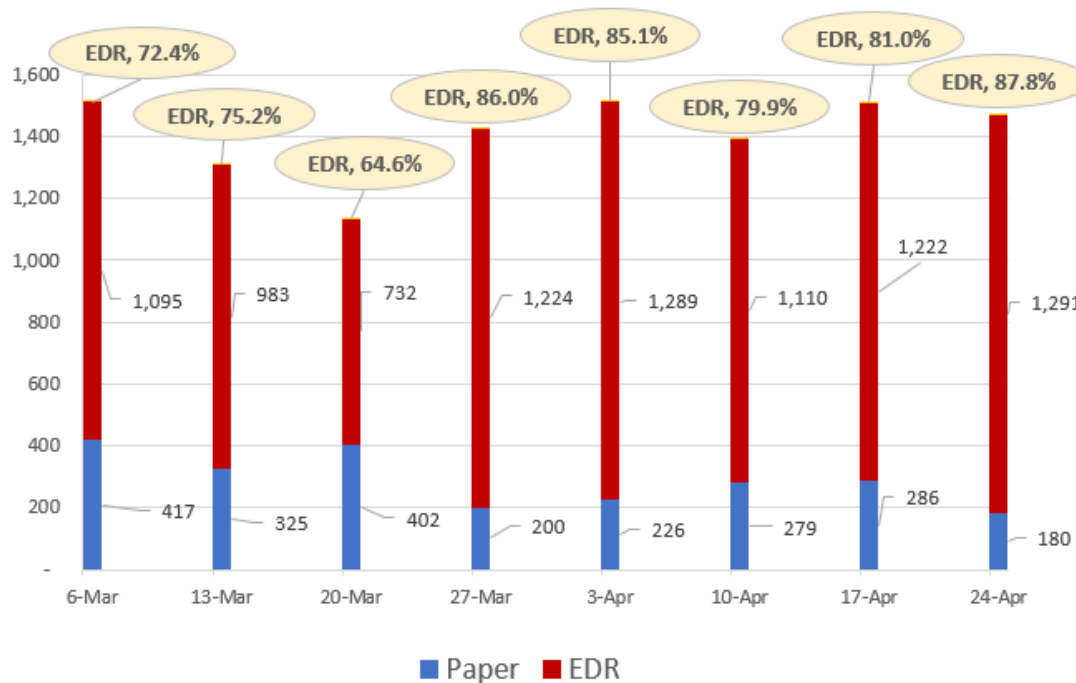
# Property Taxation & Records



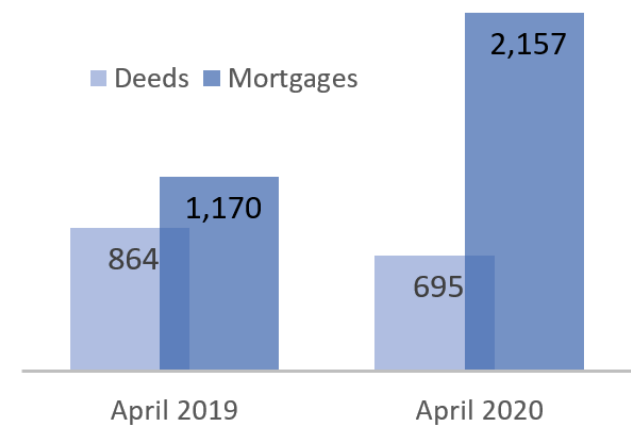
## Document Recording - During COVID-19

- Remain compliant with statutory requirements
- Increase in Electronic Document Recording (EDR)
- Increase in refinances in April 2020

Weekly Document Intake - March and April, 2020

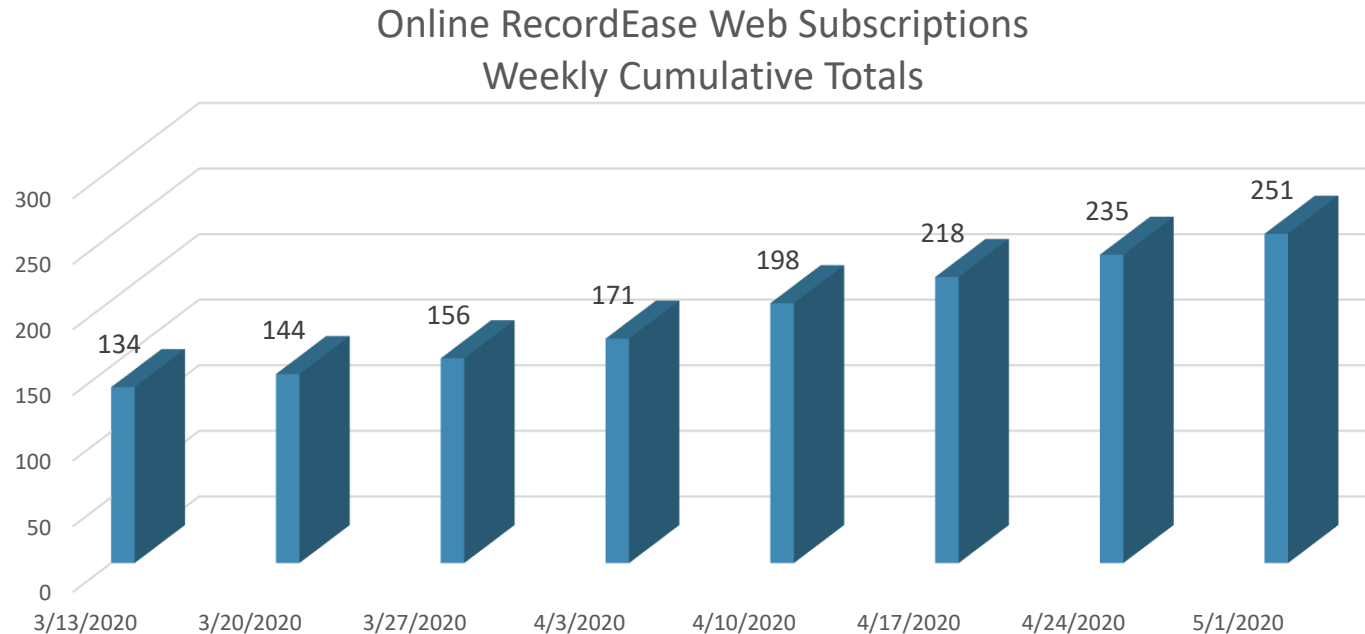


Refinances



## Access to Public Records – Amid COVID-19

- Promote online access to records via RecordEase Web Subscription Service-Free service during COVID-19 closure



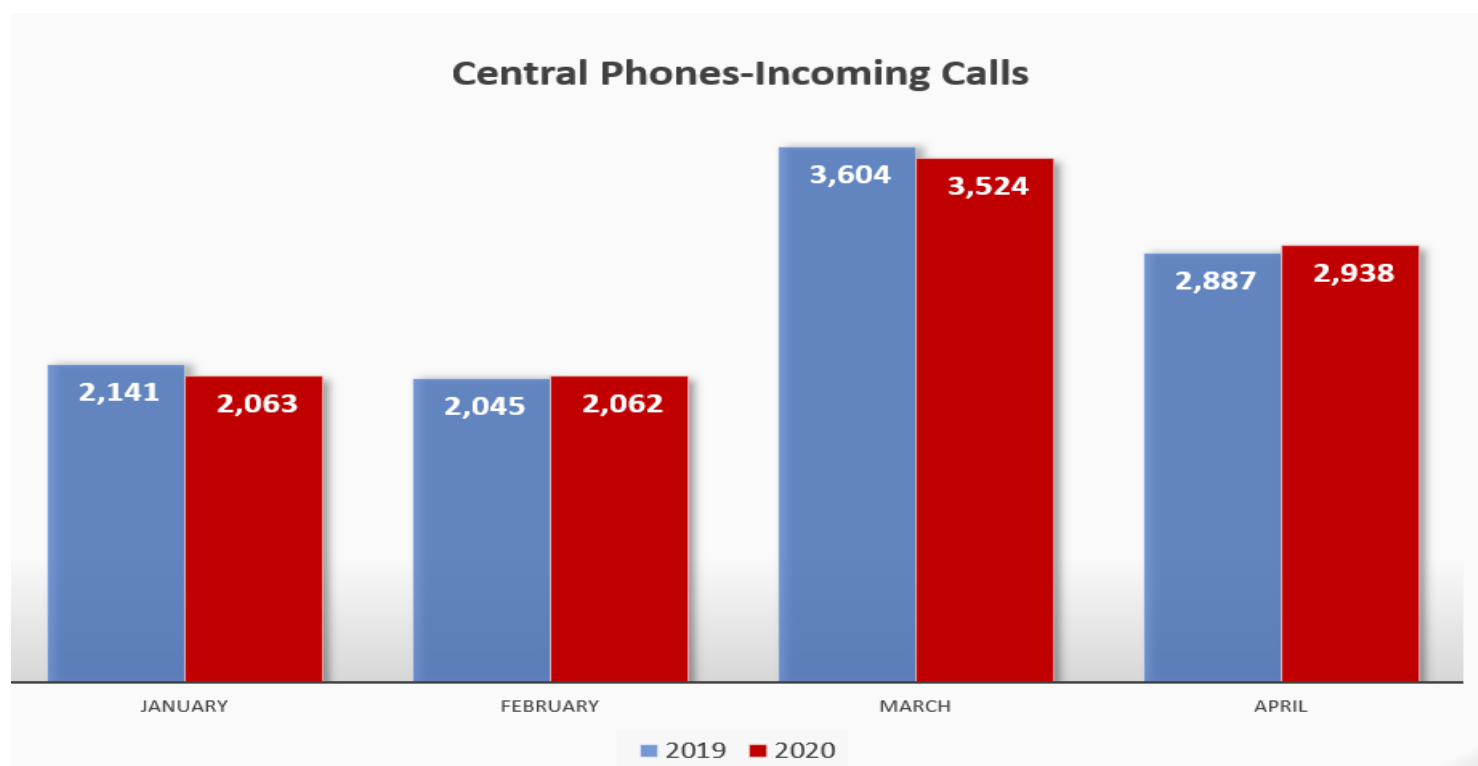
- Onsite staff respond promptly to phone and email requests for records

## Document Conversion Project Amid COVID-19

- ✓ Contract approved by the Board March 24, 2020
  - Designated Recorders Compliance Fund Expenditure-MS 357.182
  
- Phase I –All 1980 -1994 documents
  - Remote access to all 40-year title searches
  - Estimated Completion: October 2020
  
- Phase II –All 1979 and prior
  - Estimated Completion: December 2021

## Call Volumes

- March volumes attributable to tax statement mailings
- Call volumes are comparable to the previous year- recent inquires include COVID-19 related questions



## Service Delivery Changes & Key Issues:

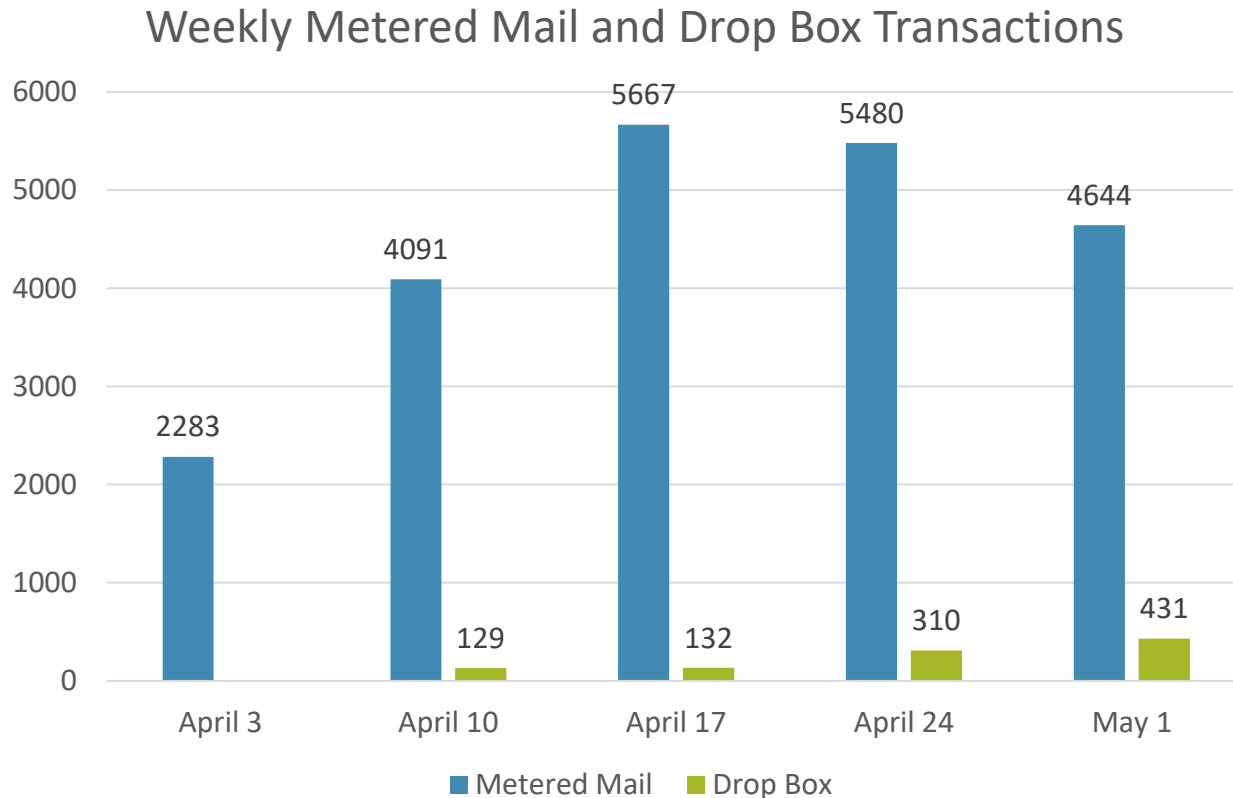
- Operational Logistics
  - Drop Boxes (April 10)
  - Mail
  - Phones
- Department Support
  - Physical Development – GIS and Parks
- Employee Health & Well-being
  - Limited Staff in the office





## Delivery Priority:

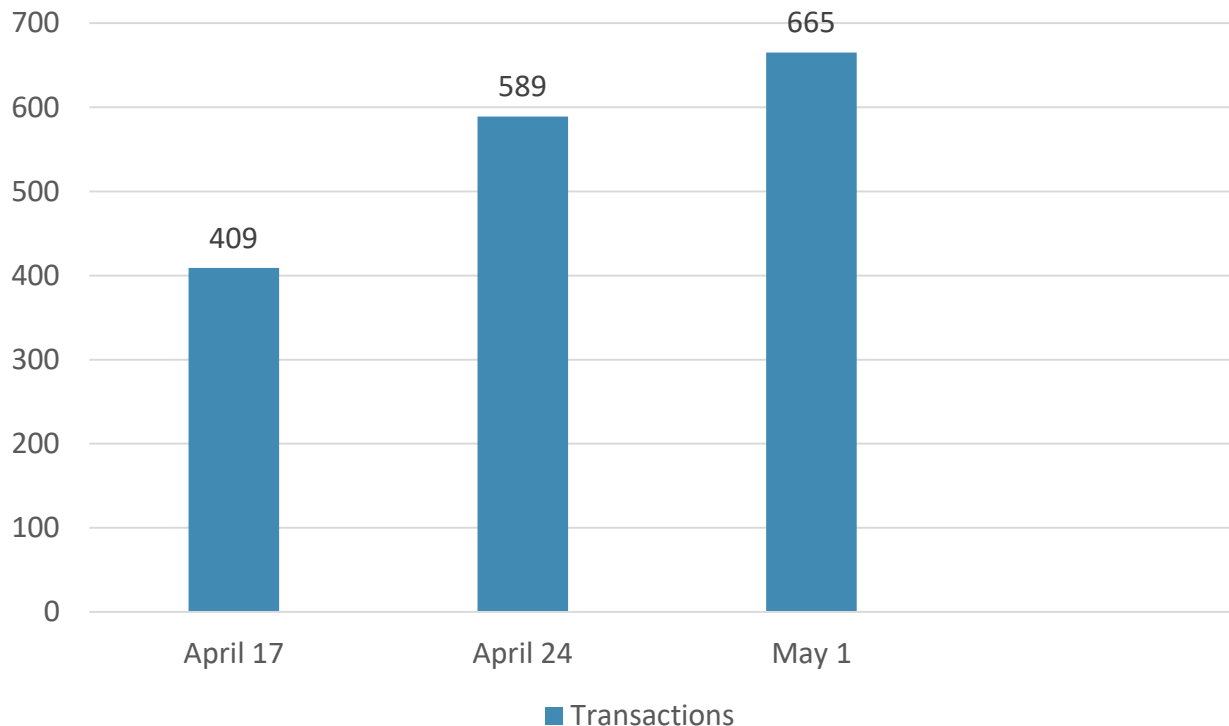
Ensure Service Center staff have what they need to continue providing non “face to face” services to our community members.



## Delivery Priority:

Ensure Service Center staff have what they need to continue providing non “face to face” services to our community members.

Weekly Mail and Drop Box Transactions



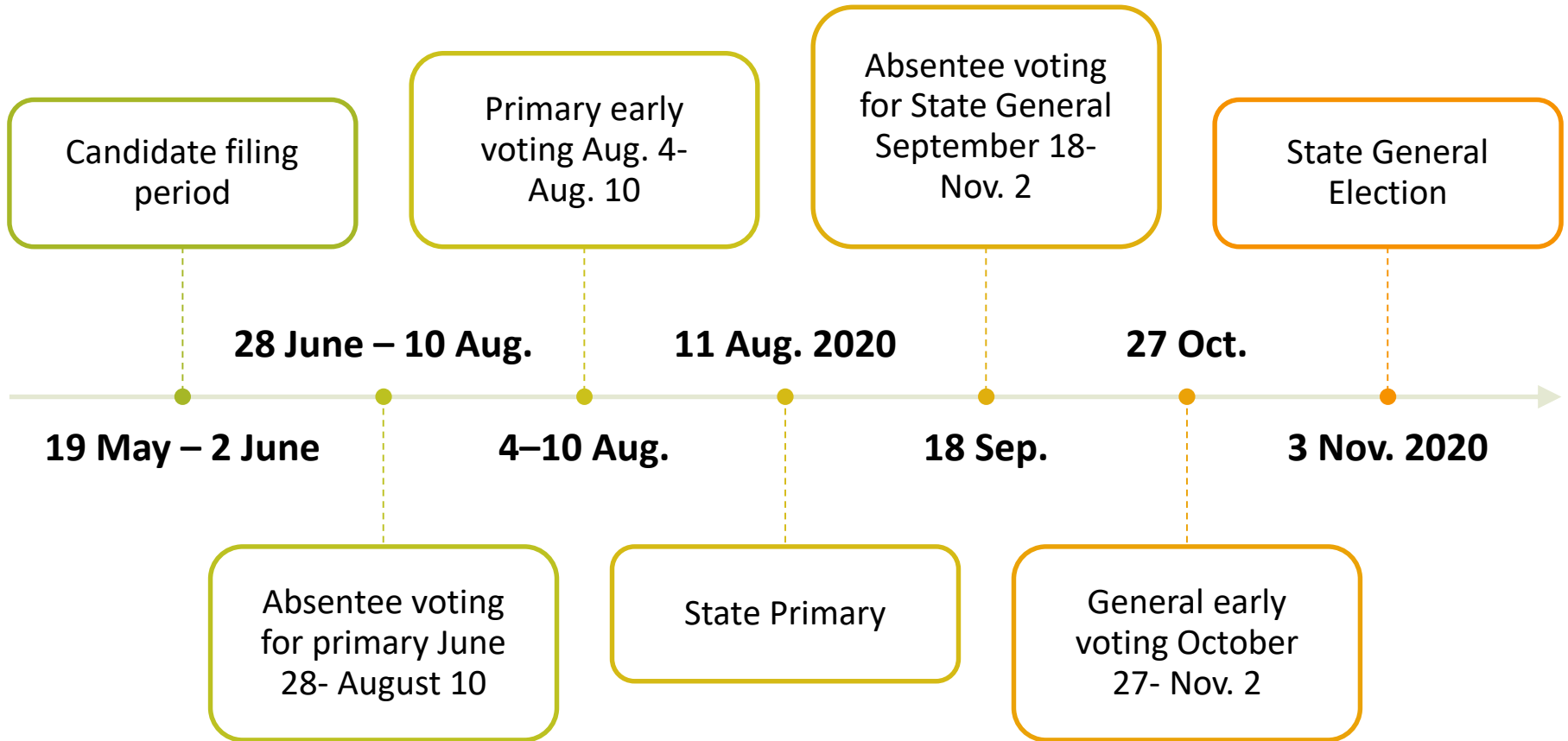
# Service & License Centers



## Projects:

- Marriage license and certificate software
- Individual scanner implementation
- Service appointment testing (Passport and Driver's License)
- Burnsville remodel

# Election Calendar



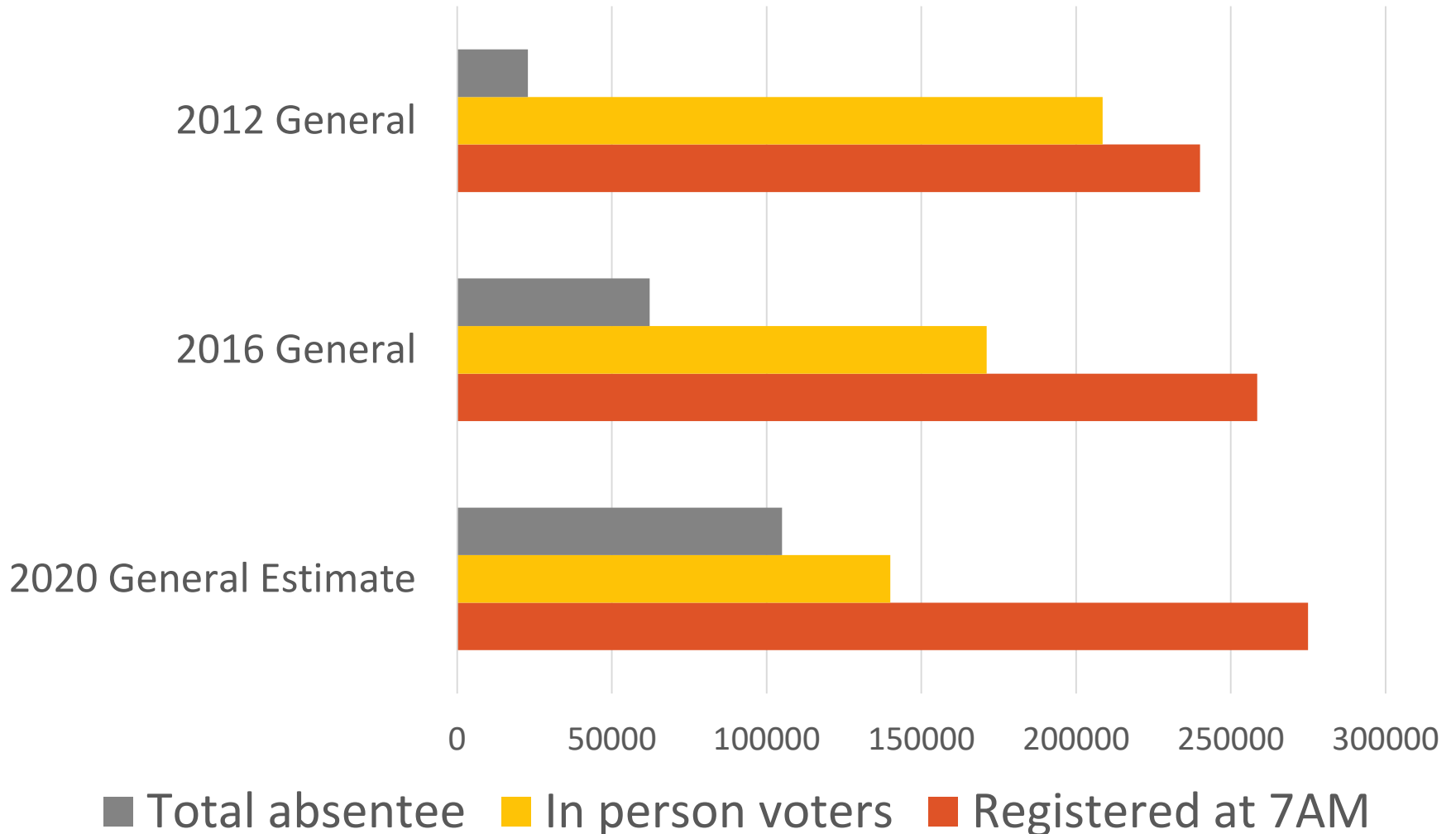
- **Notice of Filing will go out as normal**
  - If “Stay at Home” order is extended, Election Department will take filings by having the candidate call the office upon arrival and staff will escort to the office
- **Existing law doesn’t mandate in-person filing**
  - Candidates may simply mail in completed (notarized) affidavit of candidacy and filing fee during the filing period
    - Many district court judges already do this

- 233,346 Dakota County residents voted in 2016 (last presidential election) out of 258,584.
- The department estimates approximately 275,000 registered voters on November 3, 2020.
- The number of in-person voters was decreasing significantly year-over-year due to increased absentee options for voters prior to COVID-19
- Working with Public Health and Communications to implement social distancing

# Absentee Voting



## Absentee Voting Increase





# Absentee Voting



The Elections Department is working with cities that administer absentee voting to prepare for increased volume

The department is also working with other external customers to streamline and automate processes



*Serving the Community*

## Customer Growth

RBdigital	111% Increase
Hoopla	71% Increase
Cloud Library	168% Increase

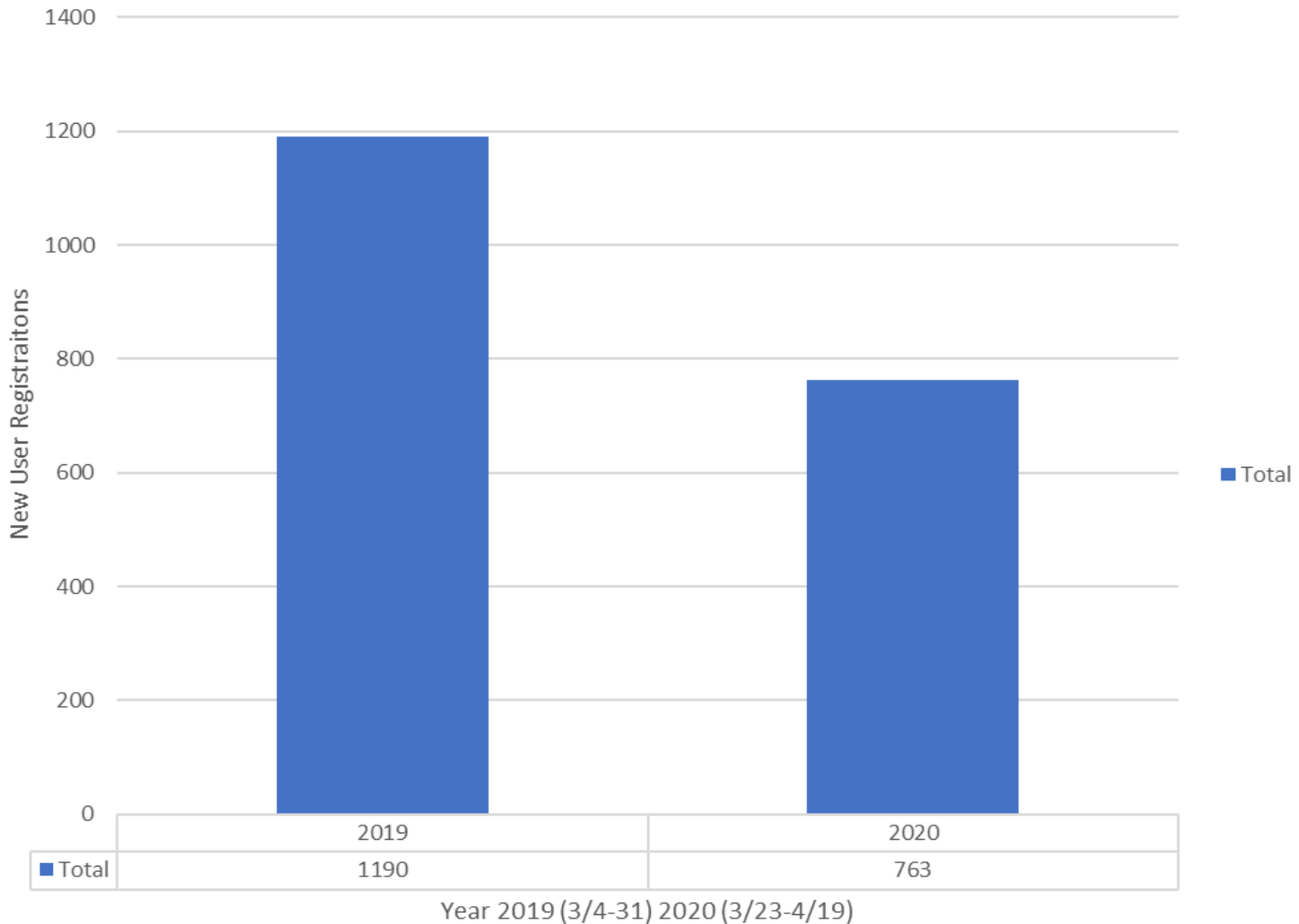
## Circulation Growth

RBdigital	19% Increase
Hoopla	34% Increase
Cloud Library	39% Increase

# Online Library Cards



New User Registration Comparison  
2020 is exclusively online





# Virtual Programs





# Curbside Pick-up





# Curbside Pick-up



**Dana Anderson Tran** We were so excited to pick up our books today! We appreciate the effort you are making to keep everyone safe and still be able to access books! Thank you!



Love · Reply · Message · 2d



**Dakota County Library** Those smiling faces are thanks enough! 😊





# Curbside Pick-up



## Curbside Checkout

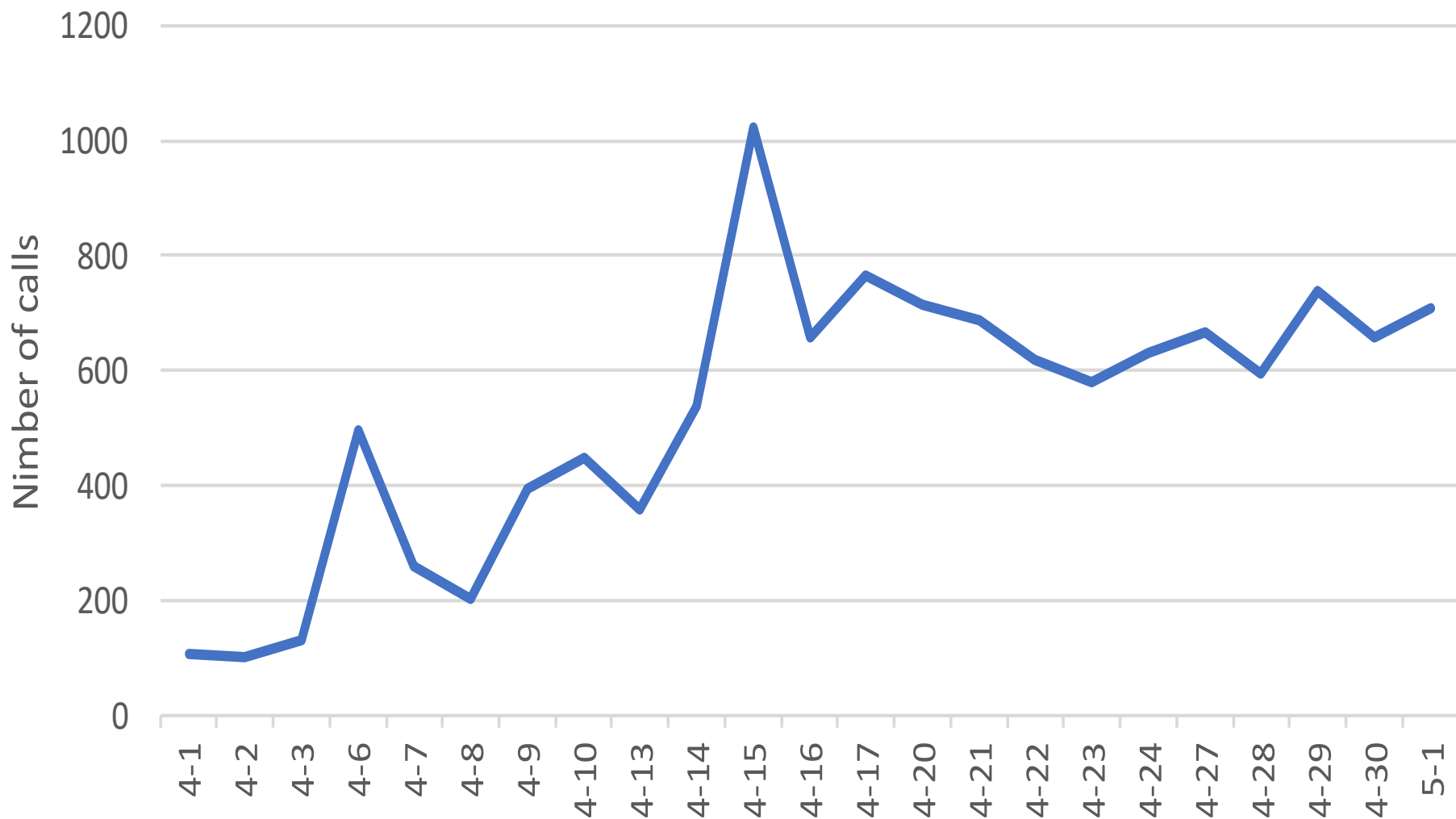


	4/1	4/2	4/3	4/6	4/7	4/8	4/9	4/10	4/13	4/14	4/15	4/16	4/17	4/20	4/21	4/22	4/23	4/24	4/27	4/28	4/29	4/30	5/1
Series1	366	456	283	985	656	515	1,229	1,517	1,165	1,950	1,579	2,806	2,834	2,556	2,759	2,476	2,504	2,862	2,365	2,114	2,240	2,187	2,313

# Library Staff Assistance

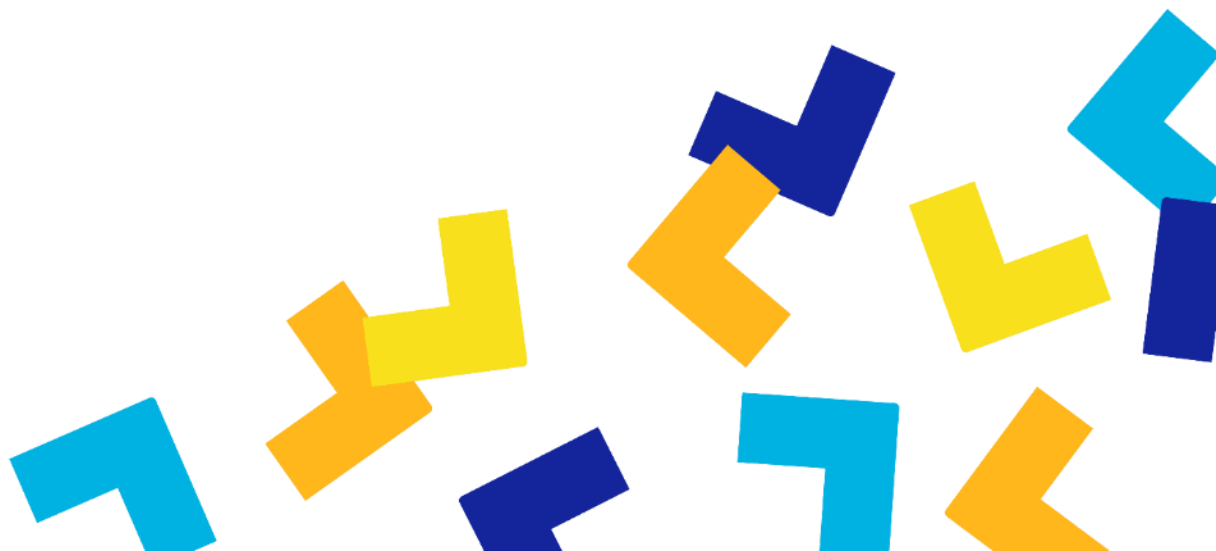


## Daily Phone Calls



# Explore the Possibilities

[www.dakotacounty.us/library](http://www.dakotacounty.us/library)



Questions?