



Customer Service Enhancements



Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Related Offices:

- *County Recorder:* Records deeds, splits, subdivisions
- *County Auditor-Treasurer:* Maintains the tax system
- *Property Valuation & Classification:* Values properties for property taxation purposes.
- *Environmental Services:* Issues permits to improve properties.

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

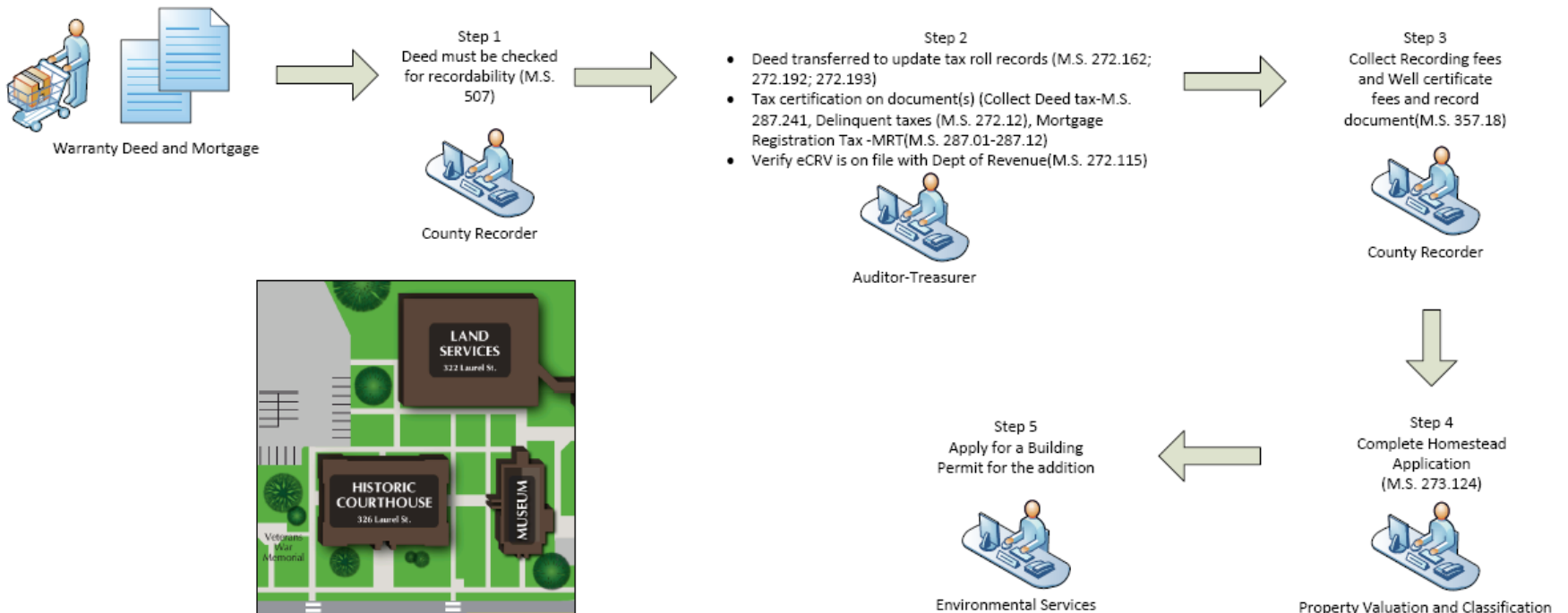
Our Values: Be responsible. Treat people right. Build a better future.



Current Process

Scenario 1A:

Customer just purchased a new house which will be his/her permanent residence and he/she wants to build an addition on to the existing house.



Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Preferred Process

Scenario 1B:

Customer just purchased a new house which will be his/her permanent residence and he/she wants to build an addition on to the existing house.



Warranty Deed and Mortgage

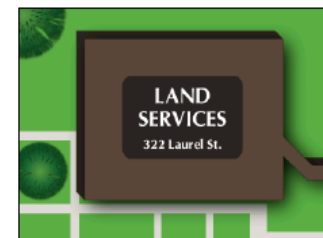


Step 1

- Deed must be checked for recordability (M.S. 507)
- Deed transferred to update tax roll records (M.S. 272.162; 272.192; 272.193)
- Tax certification on document(s) (Collect Deed tax-M.S. 287.241, Delinquent taxes (M.S. 272.12), Mortgage Registration Tax -MRT(M.S. 287.01-287.12)
- Verify eCRV is on file with Dept of Revenue(M.S. 272.115)
- Collect Recording fees and Well certificate fees and record document(M.S. 357.18)
- Complete Homestead Application (M.S. 273.124 subd. 13)
- Apply for a Building Permit for the addition



Land Services



*M.S. 272.12 CONVEYANCES, TAXES PAID BEFORE RECORDING

A violation of this section by the county recorder or the registrar of titles shall be a gross misdemeanor, and, in addition to the punishment therefor, the recorder or registrar shall be liable to the grantee of any instrument so recorded for the amount of any damages sustained

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

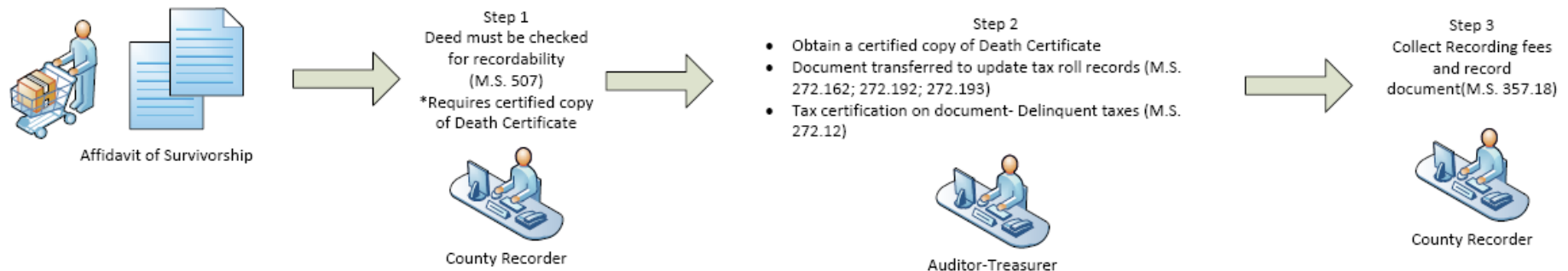
Our Values: Be responsible. Treat people right. Build a better future.



Current Process

Scenario 2A:

Customer wants to file an Affidavit of Survivorship to remove deceased spouse from property they held in joint tenancy.



Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

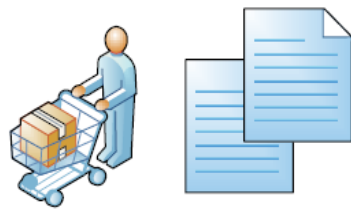
Our Values: Be responsible. Treat people right. Build a better future.



Preferred Process

Scenario 2B:

Customer wants to file an Affidavit of Survivorship to remove deceased spouse from property they held in joint tenancy.



Affidavit of Survivorship



Step 1

- Deed must be checked for recordability (M.S. 507)
- *Requires certified copy of Death Certificate
- Obtain a certified copy of Death Certificate
- Document transferred to update tax roll records (M.S. 272.162; 272.192; 272.193)
- Tax certification on document- Delinquent taxes (M.S. 272.12)
- Collect Recording fees and record document(M.S. 357.18)



Land Services

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

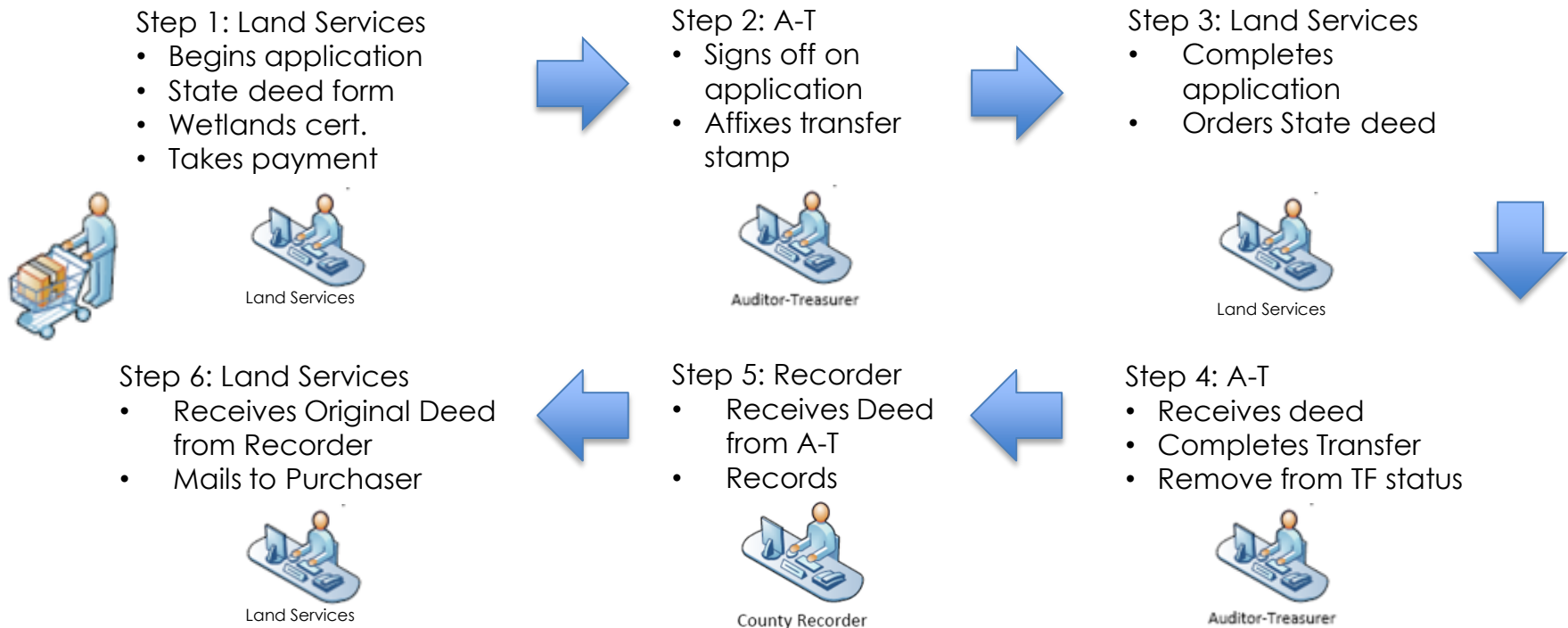
Our Values: Be responsible. Treat people right. Build a better future.



Current Process

Scenario 3A:

Customer wishes to purchase tax-forfeited property over the counter.



Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

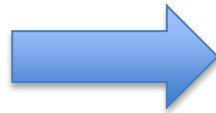
Our Values: Be responsible. Treat people right. Build a better future.



Preferred Process

Scenario 3B:

Customer wishes to purchase tax-forfeited property over the counter.



Step 1: Customer Service Center

- Complete Application
- Affix Transfer Stamp
- Order State Deed
- Complete Transfer
- Remove from TF status
- Record Deed
- Mail Original to Customer



Land Services Customer
Service Center


Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.

Scenario 4:
Customer has questions about property taxes.

4A **Current Process**

- 
- Tax Rate
 - Levy
 - Tax Calculation
 - Tax Payment



- Valuation
- Classification
- Appeals



4B **Preferred Process**

- Tax Rate
- Levy
- Tax Calculation
- Tax Payment
- Valuation
- Classification
- Appeals



Land Services Customer
Service Center

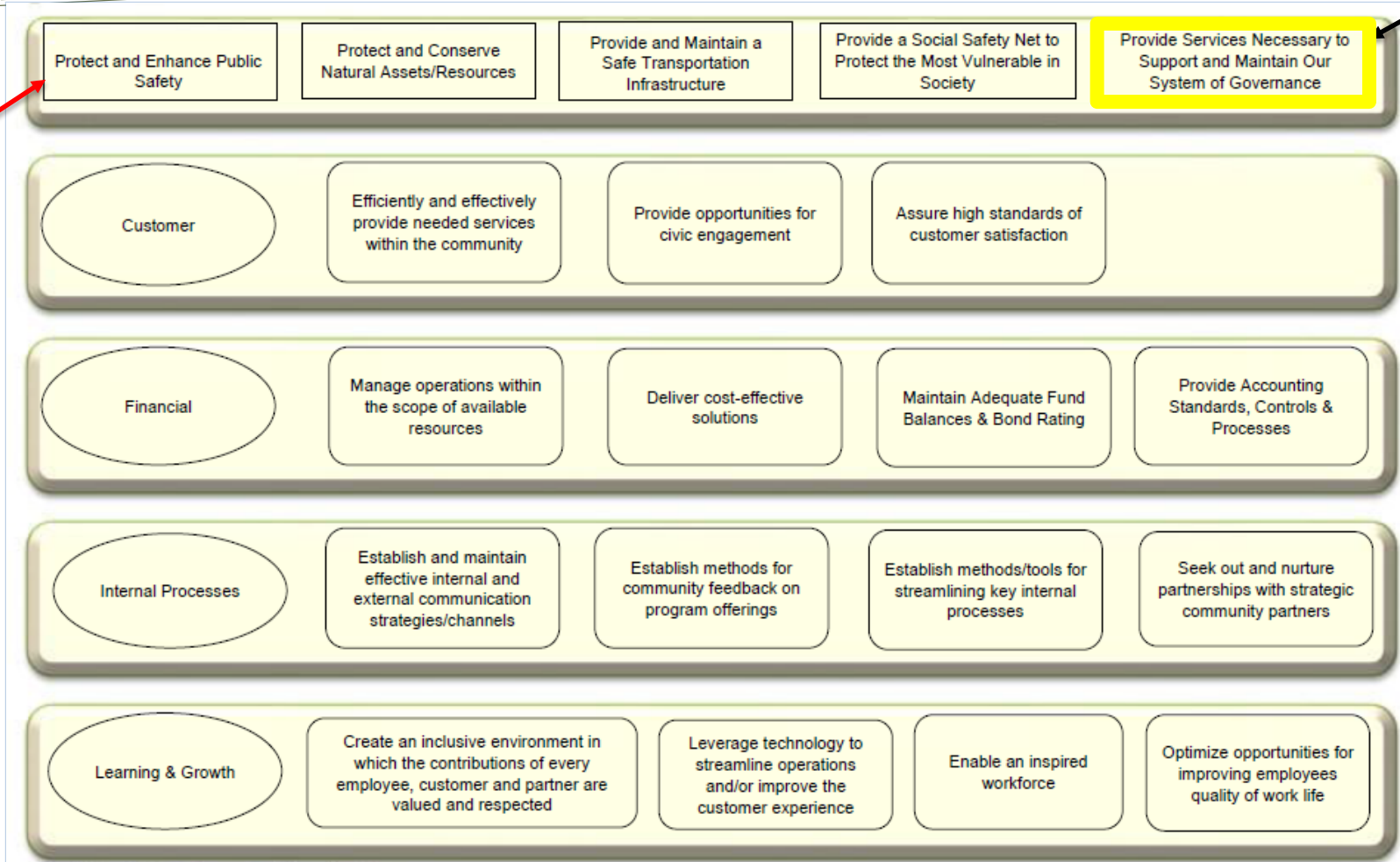
Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Organizational Priorities



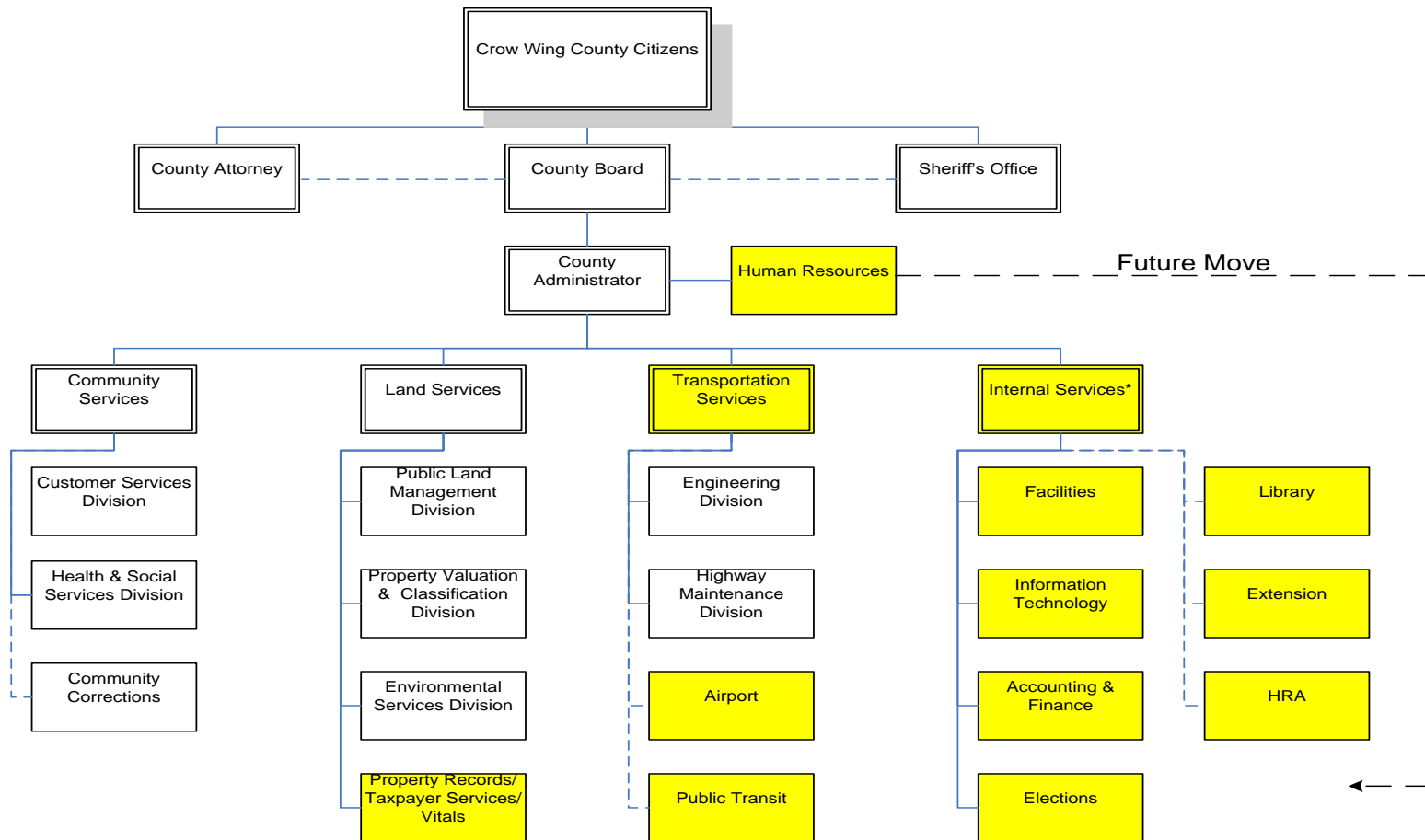
Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Proposed Organizational Structure



Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.

* Could also be called Central or Administrative Services



Steps Necessary:

- Elected Offices of Auditor-Treasurer and Recorder would need to be appointed so the County Board could have the authority to organize services in the most efficient effective way. Would need special legislation from the State.
- Duties would be reassigned to accomplish administrative efficiency and better customer service. Not just cheaper . . . better!

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Impacts:

- Reduce tax levy spending by a minimum of \$250,000.
- *Land Services*: Improved customer service. More efficient use of staff resources. Consistent management aligned with organizational priorities.
- *Transportation Services*: Broadens focus of transportation services to include airport and transit.
- *Internal Services*: Better coordination of strategic organizational services. Consistent management aligned with organizational priorities. Integrates Library, Extension, and HRA to better align with organizational vision and priorities.
- *County Board*: Vests broader oversight role accountable to the voters.

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Fact:

- 33 counties in Minnesota, representing 75% of the State's population, have converted either an elected Auditor-Treasurer position or an elected Recorder position or both to appointed functions to allow for restructuring to reduce tax levy spending and for better customer service.

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Facts:

- 5 counties received the same authorization from the State last year that we would need to seek for us to reorganize in this fashion.
- If passed, the legislation would require the County Board to pass a resolution to enable it.
- The Board must then publish a notice for two consecutive weeks and hold a public hearing to take comment.
- If the Board is inclined to actually implement such a change at that point, it must pass with a 4/5 majority vote of the County Board.
- It cannot take effect for a minimum of 60 days, during which a petition with signatures from just 10% of voters in the last election can require the issue to be put to a referendum at the next election.

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Today's Requested Action:

- Pass the attached resolution to ask our local legislators to sponsor and move legislation granting us the authority to begin the process.

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Estimated Timelines:

- Passage of special legislation—January – May, 2015.
- Adoption Process: June – August, 2015.
- Reorganization of Services: September – December, 2015.
- Reorganization Complete: January 1, 2016.
- Service, Budget, and FTE Impacts Realized: Calendar year 2016.

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.



Questions or Comments

Our Vision: Being Minnesota's favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.