

Land Services 2017 Year End Report

Customer Service			
	2017	2016	% Change
Counter (Non Receipt)	7,708	12,554	-38.6%
iNovah (Receipted)	65,371	50,256	30.1%
Phone	9,929	no data	-
Email	3,014	3,607	-16.4%
Total Contacts	88,039	66,417	32.6%
Customer Surveys	1,820	1,153	57.8%
Customer Service Score	95%	95%	0.0%

*Total Counter (Non Receipt) and iNovah (Receipted) could have some overlap in 2016 due to the recording of the counts

*2017 phone count is for dates 8/21/17 thru 12/31/17 only

Customer Service - Recording			
	2017	2016	% Change
Documents Recorded			
Traditional	12,563	13,551	-7.3%
eRecordings	7,453	6,089	22.4%
Total	20,016	19,640	1.9%
Most Recorded Documents			
Satisfaction of Mortgage	3,576	3,535	1.2%
Mortgage	3,653	3,729	-2.0%
Warranty Deed	2,894	2,804	3.2%
Quit Claim Deed	1,400	1,366	2.5%
Modification of Mortgage	649	512	26.8%
Certificate of Trust	538	528	1.9%
Certificates of Title Created	1870	1739	7.5%
Average Document Cycle Time (Days)			
Traditional (10 day statutory)*	2.7	12.3	-78.0%
eRecordings (5 day statutory)*	2.2	2.4	-8.3%
Total	2.5	7.4	-66.7%

Assessing Services			
	2017	2016	% Change
Quintile Inspections	10,503	13,236	-20.6%
Permit Reviews	1,762	1,688	4.4%
Review Inspections/Callbacks	1,067	1,781	-40.1%
Mileage	40,364	24,353	65.7%
Certificates of Real Estate Value Received	2,952	3,053	-3.3%
Homesteads Applications Received	1,629	1,568	3.9%

Environmental Services - Permitting				
	2017	2016	% Change	
Permits	1014	929	9.1%	
Permit Turnaround (Days)	3	3	0.0%	
Septic Designs Submitted	442	357	23.8%	
Septic Compliance Inspections	928	914	1.5%	
Septic Installs				
	New	245	217	12.9%
	Upgrades	45	60	-25.0%
	Total	290	277	4.7%
Land Use Complaints/Actions	2017	2016	% Change	
	93	65	43.1%	

*Closed 74 in 2017 with a 79.6% closure rate

Environmental Services - Forestry			
	2017	2016	% Change
Regeneration Survey Acres	1112	515	115.9%
Forest Inventory Acres	1494	648	130.6%
Firewood Permits	50	57	-12.3%
Timber Acres Cruised (Oct to Oct Year)	1423	1421	0.1%

Environmental Services - Timber/Land Sales			
	2017	2016	% Change
TF Tracts Sold	71	50	42.0%
	2017	2016	% Change
TF Tracts Sold - Auction	19	17	11.8%
TF Tracts Sold - Direct	19	14	35.7%
TF Tracts Sold - Contract	25	24	4.2%
TF Tracts Sold - OTC	33	19	73.7%
	2017 \$ Amt.	2016 \$ Amt.	% Change
Tax Forfeited Land Sale	\$1,078,324.24	\$643,373.50	67.6%
Timber Sales	\$1,126,191.71	\$468,253.72	140.5%

*Remaining amounts came from Rents & Royalties, Firewood Permits, Interest Earnings and Misc Revenue/Charges for Service