

## Land Services 2019 Year End Report

### Customer Service

	2019	2018	% Change
Counter (Non Receipt)	5,424	6,046	-10.3%
iNovah (Receipted)	70,372	49,120	43.3%
Phone	28,632	24,921	14.9%
Email	1,265	1,292	-2.1%
<b>Total Contacts</b>	<b>105,693</b>	<b>81,379</b>	<b>29.9%</b>
Customer Surveys	2,203	1,392	58.3%
Customer Service Score	98%	98%	0.0%

\*2019 Receipted is skewed due to tax payments being receipted as Walk In when they were Mailed in

#### Walk In Payments year to year

<b>May</b>	24525	11825
<b>June</b>	35711	3062

### Environmental Services - Permitting

	2019	2018	% Change
Permits	763	786	-2.9%
Permit Turnaround (Days)	4	3	33.3%
Septic Designs Submitted	431	454	-5.1%
Septic Compliance Inspections	797	838	-4.9%
<b>Septic Installs</b>			
New	95	173	-45.1%
Upgrades	182	97	87.6%
Total	277	270	2.6%
Land Use Complaints/Actions	2019	2018	% Change
	112	74	-51.4%

\*Closed 34 in 2018 with a 46% closure rate

### Customer Service - Recording

	2019	2018	% Change
Documents Recorded			
Traditional	11,603	12,720	-8.8%
eRecordings	7,625	6,687	14.0%
<b>Total</b>	<b>19,228</b>	<b>19,407</b>	<b>-0.9%</b>
<b>Most Recorded Documents</b>			
Satisfaction of Mortgage	3,517	3,324	10.2%
Mortgage	3,942	3,577	5.8%
Warranty Deed	2,937	2,945	-0.3%
Quit Claim Deed	1,415	1,621	-12.7%
Certificate of Trust	617	730	-15.6%
Modification of Mortgage	576	591	-2.5%
Certificates of Title Created	1833	1921	-4.6%
<b>Average Document Cycle Time (Days)</b>			
Traditional (10 day statutory)*	3.5	2.5	40.0%
eRecordings (5 day statutory)*	2.8	2.9	-3.4%
<b>Total</b>	<b>3.2</b>	<b>2.7</b>	<b>16.7%</b>

### Environmental Services - Forestry

	2019	2018	% Change
Regeneration Survey Acres	1180	1145	3.1%
Forest Inventory Acres	182	450	-59.6%
Firewood Permits	60	51	17.6%
Timber Acres Cruised (Oct to Oct Year)	1593	1519	4.9%

### Environmental Services - Timber/Land Sales

	2019	2018	% Change
TF Tracts Sold	64	112	-42.9%
	2019	2018	% Change
TF Tracts Sold - Auction	13	48	-72.9%
TF Tracts Sold - Direct	5	6	-16.7%
TF Tracts Sold - Contract	24	49	-51.0%
TF Tracts Sold - OTC	46	58	-20.7%
	2019 \$ Amt.	2018 \$ Amt.	% Change
Tax Forfeited Land Sale	\$1,408,901.48	\$1,609,986.30	-12.5%
Timber Sales	\$779,786.15	\$813,588.07	-4.2%

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

### Assessing Services

	2019	2018	% Change
Quintile Inspections	10,421	7,606	37.0%
Bare Land Quintile	586	1,071	-45.3%
Permit Reviews	2,305	1,107	108.2%
Review Inspections/Callbacks	922	853	8.1%
Mileage	31,712	20,924	51.6%
CRV's Received	2,680	2,942	-8.9%
Homesteads Applications Received	1,794	1,703	5.3%