



north carolina property tax solution

**2021-2022
Annual Report**



North Carolina
Association of
County Commissioners

Perspectives on NCPTS



Kevin Leonard
Executive Director
NCACC

The North Carolina Association of County Commissioners is committed to supporting counties with the property tax process. An essential gateway to collecting revenue to carry out county services, the process can be complicated and challenging to carry out consistently and optimally. NCACC offers all North Carolina counties access to an innovative property tax program called the North Carolina Property Tax Solution – or NCPTS. NCPTS members achieve higher collections rates than those counties that do not use it, which translates to more revenue and an enhanced ability to deliver services.

NCACC is proud to partner with a North Carolina-based software provider, Farragut, to bring NCPTS to member counties. Together, we provide counties with a platform to manage the property tax process, including assessing and appraising, billing and collections and appeals. NCPTS is designed to be a collaborative and unique approach to this county function, with an Oversight Committee composed of county representatives to inform how the solution is continuously refined.

NCPTS members benefit from the shared best practices among member counties, which represent over 50% of North Carolina's property tax base: Beaufort, Buncombe, Burke, Catawba, Cumberland, Durham, Forsyth, Guilford, Henderson, Hertford, Hyde, Madison, Mecklenburg, Orange, Pitt, Randolph, Rutherford, Stokes, and Wayne.

The key to this program's success is county employees, who are not only the system users but also the designers, decision-makers, and guides. NCACC thanks each member county and its staff for making the NCPTS the best property tax solution in North Carolina.

"Farragut is excited to be a partner with the NCACC and the counties in the NCPTS program. We are committed to helping make NCPTS the best property tax system possible and our staff is dedicated to the vision and goals of the NCPTS counties."



Shail Jain
CEO
Farragut Systems, Inc.

Table of Contents

2	Perspectives on NCPTS
4	What is NCPTS?
6	Vision & Core Values
8	Oversight Committee
9	User Groups
10	Year In Review
14	Financials
15	What's Ahead?

What is NCPTS?

A collaborative, county-led solution

With a foundational understanding of the power that direct county involvement has, as well as a strategic employment of the talent, experience, and perspectives from county leaders across the state, the North Carolina Property Tax Solution takes a unique approach to optimizing tax administration. In combining three key factors, the underlying strength that makes NCPTS successful shapes up to be a tripod of partnership. The three essential pieces include the collective knowledge and lessons learned by participating counties, the resources and partnerships facilitated by the NCACC, and the technological solutions made possible by Farragut Systems, Inc. The solution's early development took the form of a partnership between Wake County and Farragut in the 1990's, and evolved into a shared system in the early 2000's with Wayne County becoming the first to implement the system in its current form. Today, this three-sided collaboration operates to provide an advantage in the task of maximizing revenue and implementing best practices for member counties.

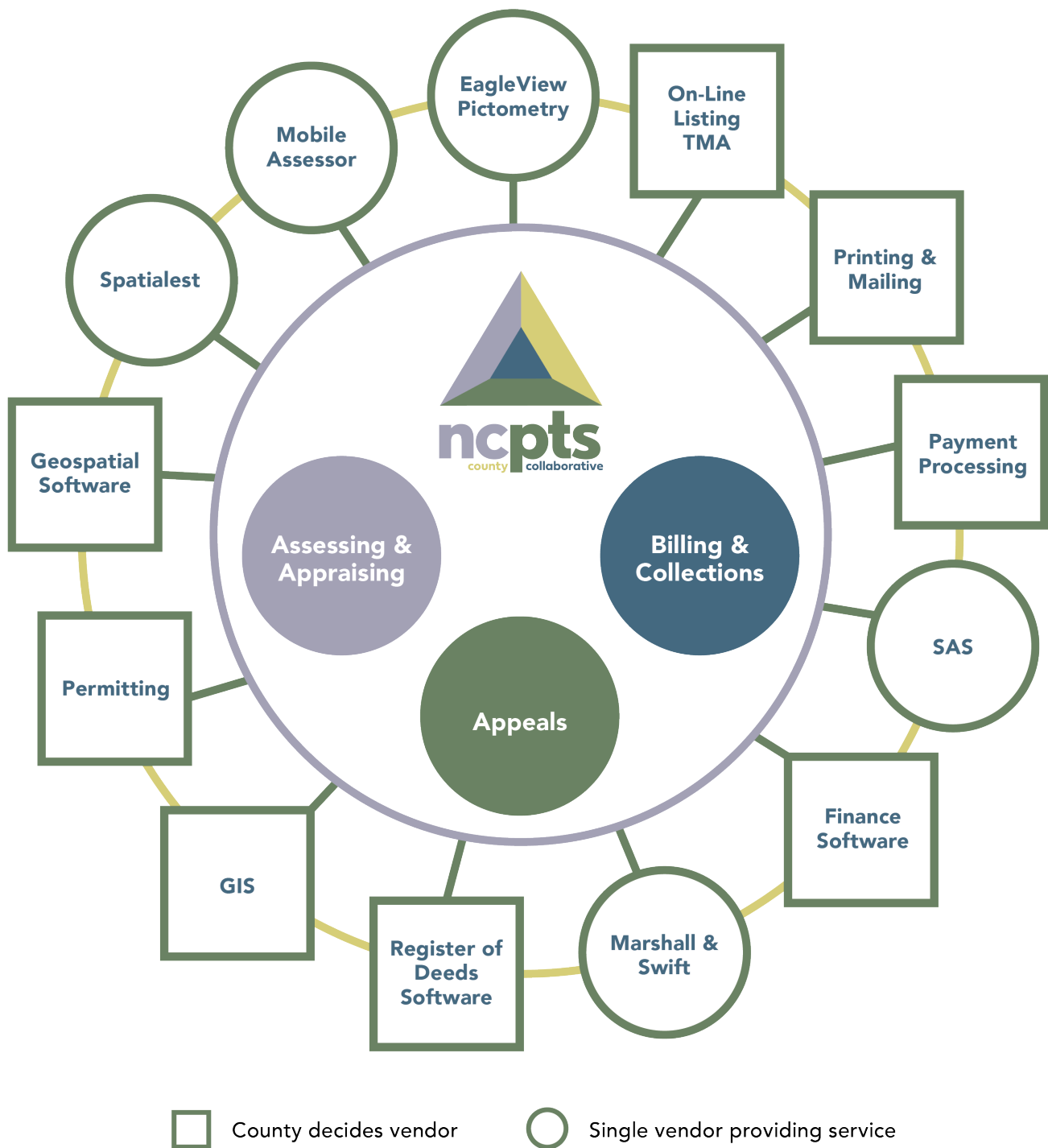
Operating on the front lines of property tax administration, the input and guidance provided by county users of NCPTS are vital to ensuring the efficacy of the solution. Instead of county staff being required to adapt their business practices to the framework of products designed with a priority on the view of software developers, NCPTS flips the script and factors in the needs of users based on firsthand feedback from county leaders. This principle is ensured and put into practice through the various committees made up of county staff members that guide the direction of the property tax solution.

For its part, the NCACC vision of empowering counties in a collaborative manner for the betterment of the state is made concrete through

its involvement in NCPTS. In the Association's unique ability to connect North Carolina's counties to opportunities with entities outside of the realm of county government, there is an expanded potential for the principles of good government to take hold through a consistent and structured application of property tax law. With the collaborative setting that NCPTS provides, the NCACC is able to serve its members' best interests while building a fruitful and thriving partnership with a top-notch private vendor for the betterment of all involved.

From the technical aspect, this innovative solution is built on the inventive building blocks put in place by Farragut, a North Carolina-based software solution company. NCPTS has the capacity to be the pioneering and effective choice of property tax administration that it is due in great part to the framework and ongoing development that Farragut provides. In translating the challenges, processes, aspirations, and intentions of county property tax professionals into a software interface, Farragut plays a crucial part in positioning NCPTS as a uniquely impactful option in the realm of tax administration software.

Carrying a vision to be more of a resource than a product, and more of a community than a customer base, NCPTS presents a dynamic opportunity for counties to transform the way they conduct property tax management. This arrangement, as detailed in the following pages of this report, is unified by a spirit of continual improvement and a goal of efficient and equitable property tax collections. The resulting partnership of member counties, NCACC, and Farragut makes for a solution that has not only provided results in revenue, but also maintains a forward-looking spirit that is primed to innovate.



Transform the way counties conduct property tax management

Vision & Core Values

NCPTS is the most highly desired property tax program in North Carolina

Benefits to Stakeholders: Our citizens enjoy best in class security, communication, and service from us through our shared efforts to mold NCPTS into the property tax program they deserve. NCPTS is known as the standard for consistency and accuracy and The NC Department of Revenue looks to us for reliable data. Our Legislators know we can provide them with pertinent and valuable information, and they make decisions based on our data with confidence. Our Boards of Commissioners and County Managers budget and plan with confidence knowing that NCPTS counties have the best run property tax programs in the state.

Community: Our success has come from leveraging our unique strengths and perspectives to move the NCPTS program forward together. We are proud of the best practices we have woven into the software and always seek to incorporate the experience and wisdom of top tax professionals across the state into our practices and designs. We build on the legacy of NCPTS pioneers who

believed our citizens deserved a better program and took the risks necessary to make it happen. Every NCPTS county has successfully completed each and every annual billing, annual listing, reappraisal and implementation and we all work together to ensure the program and its members, large and small, are wildly successful.

Software: Our NCPTS software is an easy to use, integrated system where data flows seamlessly throughout every component providing us with unparalleled consistency and accuracy. Our Tax Administrators, Assessors, and Collectors administer their property tax programs according to NC statutes unhindered by compromises and non-compliant designs. Ever at the forefront of technology and innovation we are effective and efficient in our work and enjoy the most advanced capabilities. We continually adapt our software to remain successful in the changing technology landscape so it is the best program in the state now and will still be so thirty years from now.

Core Values

Consistency

We apply NC statutes equitably and consistently to all taxpayers regardless of what county or jurisdiction their property is located in.

Data

The data we create is accurate, reliable and trusted by our stakeholders. We own our data and have the ability to access and use it as needed to better serve our stakeholders.

Autonomy

We can do the work we need to do on our own without depending on outside support to make processes work.

Efficiency

We can do what we need to do effectively with little or no unnecessary effort.

Mastery

We understand our software and can use it effectively to maximize the service we provide to our stakeholders.

“We have evolved in to one of the most robust property tax systems on the market today. I ask myself, what sets us apart, and the answer can be summed up in one word: **collaboration.**

The heart of collaboration lies in our vested members: NCACC providing structural guidance, Oversight committee providing vision and financial guidance, User Group committees (counties) providing best practices and functionality guidance and Farragut providing technical guidance. As we navigate through our ever-changing world this foundation will provide a product that will **flourish and continue to evolve** well into the future. ”

Alan Lumpkin
Wayne County Tax Administrator
Chair of NCPTS Billing & Collections Committee (2017 - 2021)

Oversight Committee



Michael Taylor
Deputy County Manager/Chief
Information Officer
Pitt County

It has been another incredible year with tremendous input from the NCPTS User Groups and the sage guidance of the Oversight Committee, all resulting in continued improvements in system functionality while increasing operational efficiencies and service levels to our citizens. NCPTS continues to thrive from the collaboration among tax professionals, the NCACC team, and technical visioning and support from Farragut.

Michael Taylor serves as the Chair for the NCPTS Oversight Committee and has experience with the property tax solution dating back to its inception. Pitt County, where Michael serves as Deputy County Manager/Chief Information Officer, has been a member county of NCPTS since 2006.

The NCPTS Oversight Committee manages software enhancements in conjunction with vendors by appropriating and utilizing pooled funds from North Carolina local governments. The committee conducts an annual pool fund review and planning session, which includes review of the pool fund balance policy.

All members of the Oversight Committee are appointed by the North Carolina Association of County Commissioners, which considers recommendations from member county managers or the acting Chairperson of the NCPTS Oversight Committee as appropriate, taking into account the amount of time member counties have utilized the NCPTS system. The term of each member county lasts for two years, and a member county may be appointed for an additional consecutive term.

Oversight Committee Member Roles:

- Oversight Committee Chair
- Land Record and Computer Assisted Mass Appraisal (LR/CAMA) Committee Chair
- Billing and Collections Committee Chair
- Small County Representative: 0 - 50,000 pop.
- Medium County Representative: 50,001-100,000 pop.
- Large County representative: 100,001+ pop
- Three At-Large Representatives

Nov. 2021 - Nov. 2022 Members

OSC Chair	Mike Taylor, Pitt County
Land Records & CAMA	Darlene Burgess, Henderson County
Billing & Collections	Nancy Freeman, Orange County
Small County	Lloyd Salter, Beaufort County
Medium County	Alan Lumpkin, Wayne County
Large County	Ben Chavis, Guilford County
At-Large	Lori Mathes, Catawba County
At-Large	Joe Utley, Cumberland County
At-Large	Donnie Shumate, Hyde County

Nov. 2022 - Nov. 2023 Members

OSC Chair	Mike Taylor, Pitt County
Land Records & CAMA	Darlene Burgess, Henderson County
Billing & Collections	Nancy Freeman, Orange County
Small County	Lloyd Salter, Beaufort County
Medium County	Alan Lumpkin, Wayne County
Large County	John Burgiss, Forsyth County
At-Large	Jennifer Pike, Buncombe County
At-Large	Joe Utley, Cumberland County
At-Large	Donnie Shumate, Hyde County

User Groups

The NCPTS Oversight Committee has established two user groups to handle the detail work of what enhancements need to be made to the system. These are the Billing and Collection User Group and the Land Record/CAMA User Group. The two user groups hold their respective meetings every week to discuss and vote on what changes and enhancements need to be made to NCPTS. Once a change or enhancement has been approved by the user group it is presented by the Chair of the group to the Oversight Committee for final approval. These User Groups are essential to the program and all NCPTS counties are actively involved and have a vote on what changes and enhancements are made to the system. The collaboration of the counties through this process is what makes NCPTS different than other systems. The users know best what they need and have control of the system through this process.

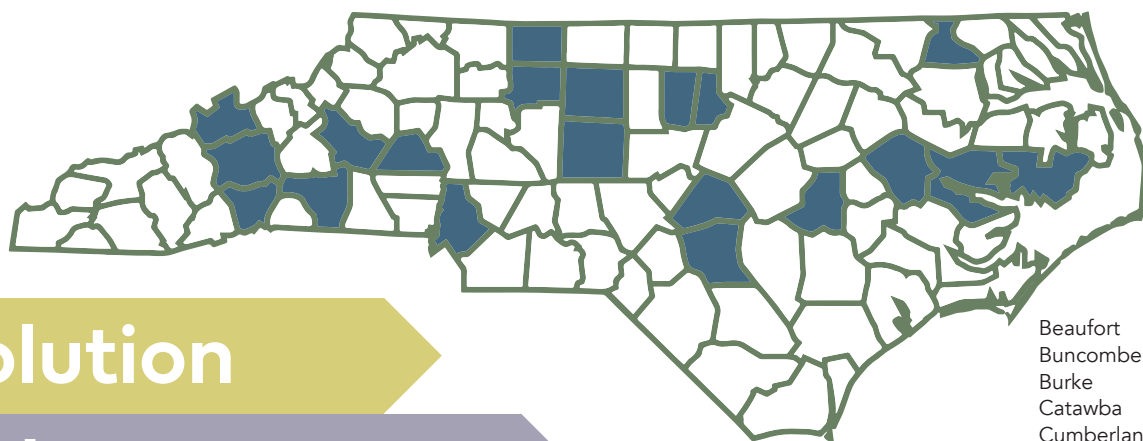
"I am at the end of my two-year appointment as the Chair of the NCPTS Billing & Collection User Group, and a member of the Oversight Committee. I am honored to continue for another two-year term in this position. I am indeed fortunate to be a part of the Oversight Committee, whose members are **hardworking and committed** to a common goal that brings us together. We all strive to make the work done in our respective Tax Offices more efficient and accurate, and to provide better customer service. That is what this group does; it works to **make NCPTS Billing & Collections software the best...**a tool that all counties can use successfully. In addition, the initiative and ingenuity of the county representatives and Farragut staff who participate in the user group is amazing. I am excited to continue working with all of you, and to the advancement we will experience together as we move forward."

Nancy Freeman
Orange County Tax Administrator
Chair of NCPTS Billing & Collection Committee

Year In Review

The NCACC is excited to continue our partnership with the counties and Farragut in making the NCPTS program the best property tax solution available to all 100 North Carolina Counties. The NCACC, in partnership with Farragut, was pleased to host the 2022 NCPTS Users Conference in Guilford County on April 19 and 20, 2022. The conference was held in person, and it was great to see everyone again and to learn from each other during the conference. We thank the counties for assisting us with the training sessions as well as discussions on the future development of the North Carolina Property Tax Solution. NCPTS members continue to achieve collections rates 1-2% higher than those counties that do not use NCPTS. That translates to millions of dollars in revenue available to counties. The higher collection rates among NCPTS members are a testament to the efficacy of the system and consultation and support members receive. The county-led collaborative process continues to lead the development of the entire system and direct the work of the software developer. By taking enhancement suggestions from the users and vetting them through the committees, the best business practices are built into the solution.

NCPTS Member Counties



Durham
Forsyth
Guilford
Harnett
Henderson
Hertford
Hyde
Madison
Mecklenburg
Orange
Beaufort
Buncombe
Burke
Catawba
Cumberland

Solution

Enhancements

NCPTS is a scalable platform that empowers some of the smallest counties in NC to be successful as well as some of the largest. Each year the counties, through the User Groups and Oversight Committee, decide on what enhancements and changes are needed to the system. The enhancements and changes are funded through the pool fund or directly by counties at times. Many of our counties like Mecklenburg County (our largest partner county), Forsyth County, Cumberland County, as well as others face some challenges that are unique to their scale, location, or type of properties.

NCPTS provides a platform where our counties both small and large can request changes to the system that may be only needed by them and

funded by them. In the last two fiscal years, 2019-20 and 2020-21, over a million dollars' worth of enhancements were funded directly by member counties. NCPTS counties can innovate at a pace that meets their workflow demands while also benefitting from the contribution and experiences of the rest of the member counties.

As a result, other member counties benefit from any rapid innovation funded directly by member counties. This strong and mutually-beneficial partnership is just another example of the spirit of collaboration that has made NCPTS the exemplary property tax program it is today. All the enhancements, regardless of funding source, go through the same approval process.

FY 2021 - 2022 Enhancements

Billing and Collections

*Does not include critical support patch releases.

Quarter 1

5.2.3 (7/9 - 3 Enh / 20 app repair)

- **Mecklenburg (\$9,619)**
 - Upload data to Billing Review Queue
- **NCPTS Tech Funds (\$16,200)**
 - Payment API - Multiple bills in transaction

5.2.4.0 (7/28 - 6 Enh / 9 app repair)

- **Mecklenburg (\$46,289)**
 - Mortgage Process User Experience Improvements
 - Updates for Street Lighting Bill Dates
 - Upload Audit Queue Assignments
 - New Owner Letter to exclude bills older than 10 years
- **NCPTS Tech Funds (\$6,075)**

- Print Now to bundle multiple documents into one print job
- **NCPTS Pool Funds (\$6,075)**
 - TR301 Report to account for Voided Bills differently

5.2.5.0 (8/12 - 26 Enh / 4 app repair)

- **Cumberland Contract (Farragut Funded)**
 - Taxpayer Portal for Gross Receipts
- **Mecklenburg (\$26,325)**
 - Removing unused Stored Proc and Batch jobs
 - Replacing Create and Alter Statements
- **NCPTS Tech Funds (\$16,200)**
 - Consolidating Batch job projects

Quarter 2

5.2.6.0 (12/7 - 23 Enh / 22 app repair)

- **Mecklenburg (\$61,171)**
 - Collections ETL with Availability group listener
 - Circuit Breaker Adjustment Improvements
 - Online Listing - Reassign log messages
 - Online Listing - Remove requirement for printed BPP
 - Differentiate Online Listing extension and

- listing processes
- **Orange (\$4,050)**
 - NonCounty Parcel upload store without dashes
 - Reference columns changes

5.2.6.4 (3/11 - 3 Enh / 2 app repair)

- **NCPTS Pool Funds (\$10,125)**
 - TR1/2 Reporting

Quarter 3

5.2.7 (2/4 - 20 Enh / 25 app repair)

- **Durham Contract (Farragut)**
 - Add Motoe Year and model
- **Mecklenburg (\$63,956)**
 - Bankruptcy (Closed Ch 11/Export Search)
 - Tax Ad merge fields
 - IRP Queue Filters
 - Special Assessment Correspondence
- **NCPTS Strategic Initiative (\$42,525)**
 - Special Assessment Rewrite

- Special Assessment Correspondence
- Online Listing - Not sending voided
- Online Listing - Sync except contact
- IRP Upload
- **NCPTS Pool Funds (\$2,025)**
 - Gap Upload set Subtype
- **NCPTS Tech Funds (\$6,075)**
 - Payment JSON include ID calling sys

5.2.8.1 (4/18 - 1 Enh / 1 app repair)

- **Mecklenburg (\$16,200)**
 - IRP Upload

5.2.8 (3/29 - 6 Enh / 16 app repair)

- **Mecklenburg (\$38,837)**

Quarter 4

5.2.9 (4/25 - 10 Enh / 14 app repair)

- **Mecklenburg (\$74,325)**
 - LA Notice Improvements
 - Billing Review Q Mass Assign
 - Billing Review Q detailed exemption and TR
 - Billing Review Q User Experience
 - Bill Detail flag reverse order
 - Meck Specific Situs
- **NCPTS Tech Funds (\$6,425)**
 - Payment JSON online payment indicator

5.2.10 (5/26 - 14 Enh / 18 app repair)

- **Mecklenburg (\$120,298)**

- Automate Removal Appeal Flag
- Automate Adding Appeal Flag
- Flags added when Adj Pending to persist
- Meck Specific Situs and LR changes
- Postcard remainders
- Meck IT - remove dev accounts, remove bulk loader for fee load and update billing options

5.2.11 (6/9 - 2 Enh / 6 app repair)

- **Mecklenburg (\$34,500)**
 - New Jurs code and report updates for Special District 6

LR/CAMA & Query Tool

*Does not include critical support patch releases.

Quarter 1

5.1.13 (8/19 - 4 Enh / 3 app repair)

- **NCPTS Pool Funds (\$39,234)**
 - Add phy addr/bldg name to S/C allocation process
 - Add Land Size Adj Factor to PWA
 - Add sale date range to MA statistics
 - Add permissions to active reappraisal values

5.1.14 (9/1 - 3 Enh / 1 app repair)

- **NCPTS Pool Funds/Guilford (\$9,956.25)**
 - Update/filter Section Class & Quality in Mass Update
- **NCPTS Pool Funds/Forsyth (\$2,784.38)**
 - Import list of REIDs into Mass Update filter
- **NCPTS Pool Funds (\$21,600)**
 - Adding the ability to roll subjective data, when needed

Quarter 3

5.1.17 (2/28 - 2 Enh / 17 app repair)

- **Durham (Farragut)**
 - Send DCR from PWA to CAMA (API)
- **NCPTS Pool Funds (\$2,025)**
 - Send Tax Districts instead of Planning Juris

Quarter 2

5.1.15 (11/19 - 4 Enh / 5 app repair)

- **NCPTS Pool Funds (\$41,512.50)**
 - Add ability to use of a schedule for market rents, capitalizations rates, and vacancy levels for income approach
 - Interpolation between rates in SOV
 - Linking LRC to new Query Tool
 - Update doc and release notes link

5.1.16 (12/30 - 4 Enh / 6 app repair)

- **NCPTS Pool Funds (\$24,890)**
 - Adj income in Mass Update using SOV
 - Associate income PGI dec to inc models
 - Validate updates to PGI dec & inc models
 - What-If Income Summary income modeling

QT 1.0.0 (12/1 - 2 Enh / 17 app repair)

- **NCPTS Pool Funds (\$80,000)**
 - New Query Tool

Quarter 4

5.1.18 (4/8 - 3 Enh / 16 app repair)

- **Durham (Farragut)**
 - Send DCR from PWA to CAMA (API)
 - Send an email from CAMA for PWA DCR
- **NCPTS Pool Funds (\$2,025)**
 - Add attachments to parcels in bulk
 - Add narratives to parcels in bulk

Appeals

*Does not include critical support patch releases.

Quarter 1

5.1.7 (7/9 - 9 Enh / 4 app repair)

- **Mecklenburg (\$72,393)**
 - BER Record Form
 - Assessed Value updates
 - Value at Creation Values fixed
 - Correction to Seconds being recorded
 - Appeal Entry Filter fix
 - Appeals Email password encryption

5.1.8 (7/28 - 6 Enh)

- **Mecklenburg (\$46,743)**
 - Query Tool options for Penalty Appeals

- Back to Query Tool breadcrumbs
- Retain Query results to Mass Update
- Updates to Appeal Detail
- BER Form Updates

5.1.9 (8/18 - 3 Enh / 14 app repair)

- **Mecklenburg (\$10,125)**
 - BER Form Updates
 - Mass Complete Warning message
 - Agent updates
 - Abstract updates

Quarter 2

5.1.10 (11/18 - 5 Enh / 6 app repair)

- **Mecklenburg (\$32,737)**
 - Appeals Email Correspondence Upgrades
 - Jurisdiction Loss Report Update
 - Query Tool Penalties
 - Correct Correspondence Username issue

Quarter 3

5.1.11 (1/12 - 8 Enh)

- **Mecklenburg (\$53,493)**
 - Mass Update Owner Contact Info
 - Jurisdiction Loss Report Overhaul
 - Appeal Detail Update
- **Farragut**
 - Update Appeals Documentation Links

Quarter 4

5.1.13 (6/8 - 12 Enh / 11 app repair)

- **Mecklenburg (\$84,994)**
 - Auto Flagging of Abstracts
 - Add Agent in Care of to Query Tool
 - Case Detail page updates
 - BODD Districts - additional updates
 - Appeal Entry Improvements
 - Update SSRS Report Controller
 - BER Form History update
 - Various Email Corrections
 - Mass Entry filename error fix

5.1.12 (3/8 - 12 Enh / 4 app repair)

- **Mecklenburg (\$66,481)**
 - Loss Report updates
 - Appeal Detail Sort/Hide Voids
 - BOCC District additions
 - New Report - Appeal Status
 - Lock/Unlock on Case Detail
 - BER Form updates
 - Email updates
- **Farragut**
 - Add Link for MFA Settings

2021-22 NCPTS Budget

Estimated Revenue for Fiscal Year 2021-22	\$564,333.97	Based on actual revenue from 2020-2021
Revenue Not Budgeted in 2020-21	\$86,435.37	Funds not spent in FY 2020-21
Total Available to Budget for 2021-22	\$650,769.34	
Budget Adjustment for LR/CAMA	(\$10,800.00)	Adjustments to budget for overage
Budget Adjustment for B/C	(\$14,023.00)	Adjustments to budget for overage
Revenue Available for Budget After Adjustments	\$625,946.34	
Carry Over Revenue from Tech Funds	\$73,675.12	Funds not spent in FY 2020-21
Carry Over Revenue from Strategic Initiative Funds	\$213,000.00	Funds not spent in FY 2020-21
Total Carry Over to Strategic Initiative Funds	\$286,675.12	Total funds not spent in FY 2020-21
Total Amount Available for Budget	\$912,621.46	

New Budget for 2021-22

Strategic Initiative (Previously called Long Term IT)	\$386,675.12	Includes the \$286,675.12 of unspent funds from FY 2020-21
Tech Funds	\$100,000.00	
Billing and Collections	\$175,000.00	
Land Records and CAMA	\$175,000.00	
Total New Budget Amounts for 2021-22	\$836,675.12	
Revenue Remaining	\$75,946.34	
Minimum Reserve	\$300,000.00	Required by NCPTS By-Laws
Total Not Budgeted or Encumbered	\$375,946.34	

“I’m the current co-chair of the NCPTS Land Records/CAMA User Group. It’s a true pleasure to work with many **knowledgeable and dedicated tax professionals** across the state. Ongoing collaboration amongst the member counties, Farragut, the NCACC, and the Oversight Committee allows all of us to learn from each other, implement best practices and develop technology that ultimately **enhances the services we provide** to our taxpayers. In Henderson County, we closed out FY2022 with a 99.30% collection rate. This is the highest rate we have achieved and aside from hard work by a dedicated and competent staff, we believe the technology advances of the NCPTS system has contributed to our success.”

Darlene Burgess
Henderson County Tax Administrator — *Co-Chair, NCPTS LR/CAMA User Group*

What's Ahead?

One of the great strengths of the NCPTS program is the ability to respond and adapt to changes. Each year over \$500,000 is invested by the users in community defined and prioritized improvements that keep the program moving in step with the ever-changing business landscape.

Key initiatives that the NCPTS program will look to pursue in fiscal year 2023:

Appeals

- Query Tool Integration
- Dashboards
- Technical Improvements

Billing and Collections

- Query Tool Integration
- BnC/LRC Security and Integration Improvements
- Technical Improvements

Land Records CAMA

- Workflow Data to Query Tool
- Dashboards
- BnC/LRC Integration
- Land Records Improvements
 - Pre-Assigned PIN, etc.
- Technical Improvements

"I want to thank all the county employees from the NCPTS counties for all their efforts and hard work over the last year to **continue to enhance and improve** what I believe is the best property tax system being used anywhere in the country. I have been working in the property tax profession for over 37 years and I have to say that the collaboration that takes place between the 20 NCPTS counties continues to amaze me. It is my personal honor and pleasure to work with this group of **innovative and progressive tax professionals** who are always looking for ways to improve the system and their business practices in order to better serve their citizens."

David Baker
NCACC Director of Tax and Revenue Outreach



North Carolina
Association of
County Commissioners



www.ncacc.org/ncpts