

Property Tax Training Registration

Agency: Department of Revenue

Partners and Customers: County assessor employees provided feedback on the process prior to the improvement. Following the Lean workshop, Revenue provided assessor employees training on the new process and made additional improvements.

Project Impact

Revenue improved its Property Tax training registration process by giving customers registration confirmation within three business days. Before this process improvement, participants would not get confirmation until 30 business days prior to the class.

This improvement indirectly impacts Washingtonians by ensuring county assessors and their staff get timely training so they can accurately assess property tax.

Project Summary

Revenue's Property Tax division collaborates with the Washington State Association of County Assessors to coordinate an annual training program averaging 20 classes per year, attended by an average of 700 county employees. Courses are provided to external customers and student participation is tracked for appraiser accreditation.

The process was inefficient, time consuming and often required interruption to complete various steps for each student. The registration process required six different software systems and paper files. Revenue plans to rewrite its software system using newer technology when resources become available. Revenue improved the process prior to considering software revisions.

Course participants didn't know their registration status timely, which impacted their schedules and ability to conduct property tax assessments. The process also required rework by both Revenue and county assessor employees.

Customers received registration confirmation 30 days prior to the class, compared to our target of 15 days after registering. The goal was to reach our target by 11/1/2018.

Revenue's Property Tax employees improved the registration process by:

- Automating steps in the process
- Improving communication about the process
- Providing training to County Assessor employees

Project Results

On average, there are 20 courses and 700 customer registrations per year. We implemented the improvement in the second half of the year. The following results reflect the four courses held after the improvements were implemented. Results will be much greater in 2019, when we have a full year.



Quality

Decreased errors **from** at least 10% **to** 2% or less.



Of the 165 registrations completed 4 had errors. If the former process had been used, at least 16 would have required rework by Revenue and county assessor employees.

Strategic Lean Project Report



Time

Decreased the time it takes to prepare for training registration and follow up after each course **from** 78 minutes **to** 69 minutes.



*There were 4 courses held.
The process saved 36 minutes.*



Time

Decreased the time it takes to process a registration **from** 58 minutes **to** 17 minutes .



The new process saved 113 hours. This does not include the time saved by county assessor employees or rework by Revenue staff.



Customer Satisfaction

Decreased the number of days it takes to obtain training confirmation **from** at least 30 days prior to the course **to** 3 work days after receiving the request.



165 customers received confirmation within 3 days of their request.

Customer Testimonial:

"It is fabulous to get a registration confirmation 3 days after I register for a class." - Island County Assessor

Revenue Employee Testimonials:

"I don't get as many emails or questions from customers."

"This improvement makes my life easier."

"This improvement gives me hope that I can improve other parts of my job so that eventually it's all simplified."

"This has an impact on the education section in Property Tax to continue to make more changes to streamline the processes that we have in place."

Project Details

Date improvement project was initiated: 5/15/2018

Project Contact: Cyndee Baugh

Email: Cyndeeb@dor.wa.gov

Phone: (360) 596-3631

Report reviewed and approved by: Vikki Smith, Director